TiVo® Premiere

from

GRANDE COMMUNICATIONS

Viewer's Guide

Glossary of icons

My Shows and Live TV

(Green) This show will be saved until you delete it.

(Yellow circle) In less than three days, this show may be deleted to make room for other recordings you have requested, but only if space is needed.

(Yellow circle with exclamation point) In less than one day, this show may be deleted to make room for other recordings you have requested, but only if space is needed.

(Yellow triangle) In less than three days, this show **will** be deleted due to copyright restrictions.

(Yellow triangle with exclamation mark) In less than one day, this show **will** be deleted due to copyright restrictions.

(Red) This show is currently being recorded.

(Blue) This show is currently downloading or transferring.

Plain folder – contains more than one episode of the same series.

Folder with red or blue dot – contains a show that is currently recording (red) or downloading/transferring (blue).

Folder with white star – contains one or more shows recorded by a WishList® search.

Folder with TiVo Suggestions icon – contains all shows recorded as TiVo Suggestions.

This show is a TiVo® Suggestion. TiVo Suggestions are recorded only if space is available, and are the first to be deleted when space is needed.

TiVo DVR – for a TiVo DVR connected to your network.

Thumbs Up & Thumbs Down - These appear when you press THUMBS UP or THUMBS DOWN on your remote control. You can rate a program with up to three Thumbs Up or three Thumbs Down.

To Do List and View Upcoming Episodes

(These icons appear beside shows scheduled to be recorded or downloaded.)

(Red) Show will be recorded as an individual recording (not part of a Season Pass® recording or WishList® search).

(Red) Show will be recorded as part of a Season Pass recording.

Show will be recorded as part of a WishList search.

(Blue) Show will be downloaded as an individual download (not part of a Season Pass download).

(Blue) Show will be downloaded as part of a Season Pass download.

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Welcome

This *Viewer's Guide* describes features of the TiVo® Service running on the TiVo® Premiere Digital Video Recorder.

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** On Demand service not currently available in the Dallas area.*

Using this guide

Thank you for choosing a TiVo® Premiere DVR from Grande. Get ready to say goodbye to channel surfing and step into a new world of endless entertainment possibilities You now have your favorite TV shows, Grande On Demand, Internet videos, music, and photos right there on your TV, whenever you want them. Your TiVo Premiere from Grande is so smart, it knows what you want and even helps you discover new programs you'll love.

This guide will help you get the most from your TiVo device. So take a moment to familiarize yourself with various functions and your remote control.

Say hello to more fun. Say hello to your TiVo Premiere DVR from Grande.

Getting started:

1. **Complete Setup.** After your installer is finished with initial setup, your TiVo DVR may need a short while to gather programming information. You won't be able to search for shows during this time, but feel free to watch TV and start exploring the TiVo menus!
2. **Take a tour!** The **Quick tours** in Chapter 1 of this guide will introduce you to the TiVo Service, available in both HD and standard definition.
3. **Visit tivo.com/howto.** Want more detail about features mentioned in this guide? Visit tivo.com/howto. You'll find step-by-step instructions on everything your TiVo DVR can do. Plus, whenever your DVR receives an update from the TiVo Service that contains new features, you'll find instructions for using them at tivo.com/howto as well. Note that not all features mentioned at tivo.com/howto may be available in your area at this time.

Basic terms

When we talk about the TiVo Service, here are some terms you should know:

Live TV. If you're watching a show as it's being broadcast, you're watching live TV. You can pause live TV for up to 30 minutes. When you resume watching, you're "behind" live TV. (You can always get to live TV by pressing the Live TV button on your remote).

Dual tuner. A tuner is a device found inside DVRs, TVs, and cable boxes — anything designed to receive TV signals, including the TiVo Premiere. A tuner picks one channel to display; it "tunes" to that channel. Your TiVo Premiere is a "dual tuner" device, meaning that it has two tuners inside and can record two shows at once. Pressing the Live TV button while watching live TV will swap between your two tuners.

Streaming. With the TiVo Premiere, you can stream shows from a number of broadband sources.

TiVo with HD menus and TiVo with SD menus. If you have an HD TV and your TiVo DVR uses Grande Internet service (wired or wireless) to connect to the TiVo Service, you'll be able to use TiVo with HD menus! HD menus are optimized for HD televisions, and offer some additional features not found in TiVo with SD menus. If you have a standard definition TV, you'll still enjoy the core TiVo experience with classic TiVo menus! You can switch between HD and SD menus at any time. For instructions, see "TiVo Menus" on page 82.

TiVo Service. If the TiVo Premiere is the body, the TiVo Service is the brains! The TiVo Premiere uses the program information provided by the TiVo Service to power the program guide, allow you to search for shows, and more.

CableCARD™ Decoder. Your TiVo Premiere from Grande comes with a CableCARD that authorizes your TiVo to receive digital programming from Grande. Your TiVo DVR comes with the CableCARD already installed. You should not remove the CableCARD at any time.

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1

Quick tours

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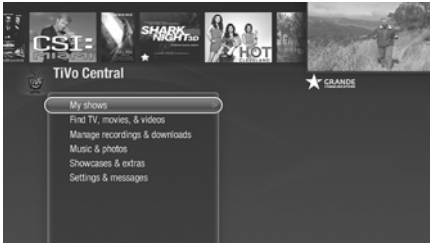
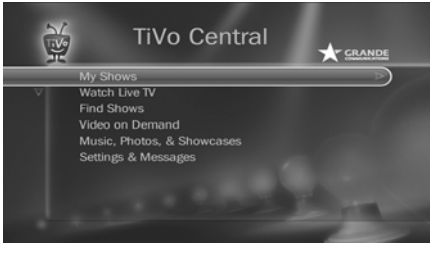
Quick tour - the TiVo Central® screen

Your starting point - the TiVo Central screen



TiVo with HD menus



TiVo with SD menus

The TiVo Central screen is the starting point for just about everything you do with your TiVo® Premiere DVR from Grande. From the TiVo Central screen, you can see a list of all the shows you've recorded, find new shows to watch, explore great Grande On Demand choices, and more.

To get to the TiVo Central screen from live TV or any TiVo screen, just press the TiVo button on your remote control. Depending on how your TiVo DVR is set up, you will see either HD menus or SD menus:

- If your TiVo Premiere DVR from Grande is connected to an HD television, you have the TiVo with HD menus experience.
- If your TiVo Premiere DVR from Grande is connected to an SD television, you will see TiVo with SD menus.

For instructions on switching between TiVo with HD menus and TiVo with SD menus, see "TiVo Menus" on page 82.

The Video Window

The Video Window is located in the upper right corner of the TiVo Central screen and all other TiVo with HD menus screens, unless you choose to turn it off or temporarily hide it. The Video Window continues playing the show you were watching when you entered TiVo Central.

You can press PAUSE on your TiVo remote to pause the Video Window, and press PAUSE again to resume playing.

To temporarily hide the Video Window, press SLOW on your TiVo remote. Press SLOW again to restore the Video Window.

If you'd rather permanently turn off the Video Window, from the TiVo Central screen select 'Settings & Messages,' then 'Settings,' then 'Displays,' then 'Video Window.'

Discovery Bar

The Discovery Bar is the bar of thumbnail images across the top of the TiVo Central screen and many other TiVo with HD menus screens. What you'll see in the Discovery Bar depends on you record and mark as your favorites using the THUMBS UP button on your remote control. It's a great way to find new shows based on what your TiVo Premiere DVR from Grande knows you already like! And it doesn't contain only shows: you'll also find thumbnails for actors, collections of related shows, video on-demand providers, and more.

Press the UP arrow to move up to the Discovery Bar, then the LEFT and RIGHT arrows to move around. Press SELECT on an image that interests you to open an information screen about that item.

Quick tour - My Shows

TiVo with HD menus

TiVo with SD menus

When viewing the My Shows list, use the CHAN UP/DOWN buttons on your remote control to jump an entire page at a time.

All the shows recorded by your TiVo Premiere DVR from Grande, including video podcasts and downloaded shows, appear on the My Shows screen. Icons to the left of the program's title tell you the recording's current status. See the Glossary of Icons on the inside front cover for details.

Highlight any title in My Shows (even a show that's still recording) and press PLAY to play the show from the beginning, or to resume playing from where you left off.

To delete an individual show or a group, highlight the show or group name and press CLEAR.

Highlight a title and press SELECT to open an information screen, where you'll be able to play, delete, or get more information about the show.

Available space

In TiVo with HD menus, a small bar underneath the words "My Shows" on the My Shows screen lets you know how much space you have available for new recordings on your TiVo Premiere DVR from Grande. If you don't want to see the amount of space used, press the yellow A button on your TiVo remote while viewing the My Shows screen to hide the bar.

Sorting shows

You can view My Shows either alphabetically by title (from A to Z) or by date recorded.

- In TiVo with HD menus, press the blue B button on your TiVo remote to change how the list is sorted. Press it again to switch back.

- In TiVo with SD menus, press ENTER on your TiVo remote while viewing the My Shows list to see 'My Shows Options.' Then highlight 'Sort', and press the RIGHT arrow to choose 'Alphabetically.' Select 'View My Shows with these options.'

Grouping shows

When Groups are on, shows are organized into folders, and a number in parentheses to the right of each folder shows how many shows it contains. If you've recorded several episodes of the same show, they can all be collected into a group. You'll also see groups for HD recordings, TiVo Suggestions (if you have auto-recording of Suggestions turned on), and auto-recording WishList® searches.

When you're using TiVo with SD menus, you can sort or group shows right from your My Shows list: press 1 on your remote control to change the sort order, or press 2 to turn Groups on or off.

Groups are on by default. To turn them off, do one of the following:

- In TiVo with HD menus, press the red C button on your TiVo remote to turn groups off. Press it again to turn Groups back on.
- In TiVo with SD menus, press ENTER on your TiVo remote while viewing the My Shows list to see 'My Shows Options.' Select Groups, then press the RIGHT arrow to choose 'Off.' Then select 'View My Shows with these options.'

Even if Groups are turned off, you'll see the Recently Deleted group at the bottom of the My Shows list. Shows you delete go to the Recently Deleted group, where they remain until space is needed for new recordings.

Deleted shows go to the Recently Deleted group, where they remain until space is needed for new recordings.

A show's title may appear in more than one group, even though there is only one recording of the show. For example, you might have several episodes of a show in that show's group, and the same titles in the HD Recordings group, which includes all shows recorded in HD. When you delete a show in one group, the title also disappears from any other group.

When your shows are grouped, you can highlight the group name and press PLAY to play all of the shows in the group in sequence, beginning with the oldest.

Program details

You can highlight any show in My Shows and press SELECT to see the program details screen, which offers these options:

- **Play** (or **Resume playing** if you're returning to a partially watched show).
- **Keep until...** (TiVo with SD menus and certain recordings in TiVo with HD menus) By default, recordings are saved until space is needed for new shows. But you always have the option to keep a show for as long as you want. Just select 'Keep until...' and on the next screen, choose 'Keep until I delete' or specify that the show be kept until a specific date you choose.
- **Delete now** (or **Stop recording** if recording is in progress).
- **Bonus features** (TiVo with HD menus only).
- **Explore this show** Find details about the show, including information about upcoming episodes and cast members.
- **More options** view upcoming episodes or broadcasts of a show or movie, or get a Season Pass® recording of a series. In TiVo with HD menus, select 'More Options' to choose how long to keep a recording (by default, recordings are saved until space is needed for new ones),

Quick tour - Watching live TV

When you're watching a show as it's broadcast, you're watching live TV. Press the LIVE TV button to go to live TV from any TiVo screen.

Before you begin, take a few moments to make sure the TiVo Premiere's video settings are optimized for your TV. From the TiVo Central screen, select 'Settings & Messages', then 'Settings', then 'Video.' See page 42 for more details.

Moving around in time

1. First, press the PAUSE button. You can pause live TV for up to 30 minutes.

When you pause live TV, you see a status bar showing a one-hour period. The green segment shows the portion of the hour that has been saved by your TiVo Premiere DVR from Grande. The white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.

2. Press PLAY to continue watching the show. Next, press REWIND and the show rewinds. Press REWIND a second time to rewind faster, and a third time to go at triple speed. Press PLAY at any time to return to normal speed.
3. Press PAUSE again, and, with the show paused, press FAST FORWARD to move a small step forward. Press REWIND to move a small step back. Press PLAY to resume watching at normal speed.
4. Press the REPLAY button. The show jumps back 8 seconds — useful for when you miss a great sports play or a bit of dialog, or for when you fast forward too far.
5. Press REPLAY again, then immediately press SLOW to see your own slow-motion replay.
6. Press the ADVANCE button. You'll instantly move forward 30 seconds.

You can customize the ADVANCE button on the remote. See page 73 for information on remote control settings.

7. Press and hold the ADVANCE button and presto! You're caught up to live TV.
8. Press and hold the REPLAY button to skip back to the beginning of the saved portion.

Changing channels

To move one channel at a time, press CHANNEL UP/DOWN on the TiVo remote.

To go to a specific channel, use the numbers on your remote control, then press ENTER. (If you don't press ENTER, the channel changes automatically after a few seconds.) To jump back to the previous channel on the same tuner, press ENTER again.

Tired of channel surfing? Press GUIDE to display the program guide. Highlight any show and press SELECT. If the show is currently on, the channel changes. If the show is on later, you'll see options to record it. Learn more on page 12.

Watching and recording two shows at once

Your TiVo Premiere DVR from Grande can record two different live TV channels at the same time — one on each of its two tuners. Go ahead, try it:

1. First, press PAUSE to pause the live TV show you're watching.
2. Press LIVE TV/SWAP to swap to the other tuner.
3. Watch the show for a few moments, then press LIVE TV/SWAP again to swap back to the first tuner. Notice that the first show you were watching is still paused. Press PLAY (or PAUSE again) to continue watching the show.

Recording the show you're watching

You can always record the show you're watching — just press RECORD while watching either tuner — or on all tuners to record up to four shows at the same time. On the screen that appears, select 'Record this showing.' Select 'Season Pass & other options' for more choices.

Recording the saved portion

Up to 30 minutes of the current channel's broadcast is always being saved, even when you're not recording. When you change channels, the TiVo Premiere DVR from Grande clears the saved portion on the tuner you're watching and starts saving again on the new channel. So, if the saved portion is important to you, either record the program or don't change the channel.

To record the saved portion in addition to the rest of the program, choose 'Record this showing.'

Stopping a recording

You can stop any recording in either of two ways: select the title in your My Shows list, then select 'Stop recording;' or, press the RECORD button in live TV, then choose 'Stop the current recording.'

Quick tour - Transferring shows

HD shows cannot be transferred to standard-definition DVRs. Shows that cannot be transferred because of this or due to copy protection are marked with the red circle-slash icon.*

*Not all programming may be transferred using the Multi-Room Viewing or TiVoToGo™ features due to the use of copy protection mechanisms permitted under the FCC's encoding rules. Some shows cannot be transferred due to the copy protection assigned to them by the program provider. These shows usually are marked with a red circle-slash icon (47 C.F.R. 76.1904).

When other TiVo DVRs are connected to the same network as your TiVo Premiere DVR from Grande, you can watch shows saved on your other TiVo DVRs by transferring them to your Premiere.

1. From the TiVo Central screen, select 'My Shows.'
2. At the bottom of the My Shows list, highlight the TiVo DVR you want to transfer shows from.
3. Press SELECT to see the other TiVo DVR's My Shows list.

   Note: Some shows cannot be transferred due to the copy protection assigned them by the program provider. These shows are usually marked with a red circle-slash icon.
4. Find the show you want to transfer from the other TiVo DVR. Highlight it and press SELECT.

   You can choose to watch the show as it transfers, or continue browsing and choosing shows to transfer.

You can pause, rewind, fast forward, and play transferred shows in slow motion just as you would live TV!

For more on transferring shows, including how to transfer shows to your portable device, see "Transferring shows" on page 56.

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Finding shows

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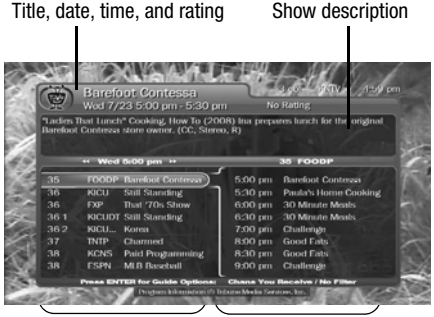
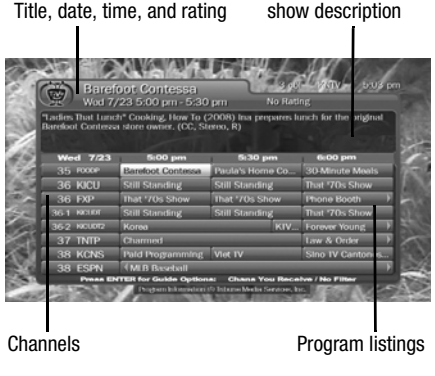
TiVo Live Guide



Grid Guide



Using the Guide to find shows

The Guide displays up to two weeks of TV programming at the touch of a button — the GUIDE button on your TiVo® remote. When you press SELECT on a show in progress, the channel changes and the guide disappears. If you press SELECT on an upcoming show, you'll see a screen with recording options. Set up your recording or press LEFT to go back to the guide.

You can choose to display the guide as a grid, or use the TiVo Live Guide. When you're viewing the guide, press ENTER to display Guide Options and choose the view you want.

Using the TiVo Live Guide

The TiVo Live Guide displays your channels in the left pane, and the selected channel's programming in the right pane.

To move around in the TiVo Live Guide, move the highlight to a channel in the left pane.

- Press FAST FORWARD to move the displayed time ahead one half-hour at a time, or press REWIND to move it backward.
- Press ADVANCE ® to jump 24 hours ahead, or REPLAY ® to jump 24 hours back.

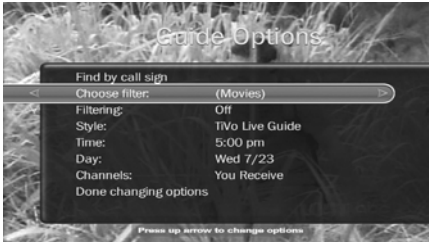
Using the grid guide

The grid guide displays your channels in the left column, and each channel's programming to the right in half-hour increments.

To move around in the grid guide, move the highlight to a channel in the left column.

- Press FAST FORWARD to move the displayed time one screen ahead, or press REWIND to move it one screen backward.
- Press ADVANCE to jump 24 hours ahead, or REPLAY to jump 24 hours back.

Setting filters on the guide



When you're viewing the guide, press ENTER to display Guide Options. Set 'Filtering' to 'On,' then select 'Choose Filter' and choose category and sub-category filters

When filtering is on, the guide shows only channels that have a show in the category you chose in the next six hours. Shows that fit the category are highlighted; other titles are dimmed. To see all channels again, set 'Filtering' to 'Off.'

You can also use Guide Options to see only what's on at a particular day and time. Just enter the day and time you're interested in, and the guide will be limited to that information.

Choosing channels for the guide

You can use the Guide Options screen to choose which channels to display in the guide.

All Display all channels available from Grande, even channels you don't receive.

You Receive Display only the channels that are checked in the Channel List (recommended).

Favorites Display only the channels you rated as your favorites in the Channel List. See page 70 for more information on the Channels List.

Finding more showings

For a comprehensive list of all upcoming showings of a program, including repeats, select the show from the guide, then select 'Season Pass and other options,' and 'View upcoming episodes.' You can use this list to choose the showing that you want to record.

Finding & recording shows using TiVo with HD menus

If you're using TiVo with HD menus, you can find shows to record by searching or browsing.

Searching for shows (and more!)

Search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo Service searches upcoming TV shows and movies, web videos, and Grande On Demand offerings all at the same time.

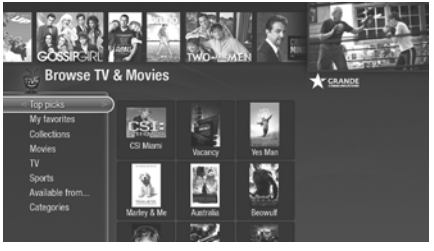
1. From the TiVo Central® screen, select 'Find TV, movies, & videos,' then choose 'Search.'
2. Use the letter grid to spell out the title, person, or word you're looking for. Press the arrow buttons to move around, then press SELECT on each letter you want. As you select letters, a list of possible matches sorted by popularity appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show "How I Met Your Mother," the Grande On Demand movie "How To Lose A Guy In Ten Days," and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.
3. Keep selecting letters until you see what you're searching for. If you make a mistake, you can press CLEAR to erase everything, or REWIND to erase one letter at a time. Insert a space by pressing FORWARD .
4. Use the RIGHT arrow to highlight the show or person name, and press SELECT to view the information screen.
5. For a show, select 'Get this show' to record the next showing or to set up a Season Pass® recording.

Very short shows (lasting up to five minutes) may not appear in search results.

From the information screen, you can also view upcoming episodes or an episode guide, learn more about cast members, and access bonus features!

Browsing TV & movies

When using TiVo with HD menus, you can browse specific categories of TV shows and movies.



1. From the TiVo Central screen, select 'Find TV, movies, & videos,' then choose 'Browse TV & movies.' You'll be able to browse for shows using any of the following:

   Top Picks Browse the most popular mix of TV shows, movies, or collections. The TiVo Service keeps Top Picks updated, so you'll always find something new.

   My favorites You can mark any category (like sports or cooking), or collection (like award-winning movies or holiday shows) as your favorite by selecting it and pressing THUMBS UP. Then browse your favorites when you're looking for something you know you'll like.

   Collections Browse shows that are grouped by related subject matter, like holiday movies or trendy topics.

   Movies Browse movies that are available either on channels you receive or from Grande On Demand.

   TV Browse upcoming TV shows that are available either on channels you receive or from Grande On Demand.

   Sports Browse upcoming sporting events that are available either on channels you receive or from Grande On Demand.

   Available from... Choose a video provider, or a featured channel or network, and browse its shows.

Categories Browse shows by subject matter, such as “kids,” “travel,” or “cooking.”

2. When you find something you want to watch, highlight it and press SELECT.
3. Select ‘Get this show’ to record the next showing or to set up a Season Pass recording.

Browsing web videos

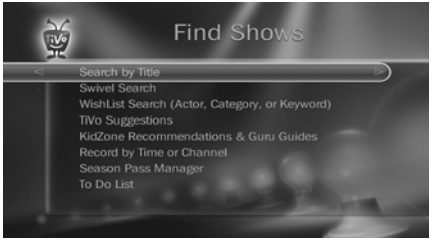
Your TiVo Premiere DVR from Grande gives you access to web videos — both YouTube and video podcasts — from a wide variety of providers. Video podcasts offer hundreds of titles, all for delivery to your TiVo Premiere DVR, as part of the TiVo Service. To browse web videos when using TiVo with HD menus:

1. From the TiVo Central screen, select ‘Find TV, movies, & videos,’ then choose ‘Browse web videos.’
2. ‘Video podcasts’ is highlighted by default. On the right of the screen, you’ll see a list of video podcast categories. Press the RIGHT arrow to move to the list of categories.
3. Choose a content category and press SELECT. You’ll see a list of available titles in the chosen category.
4. Select a video from the list of titles.
5. Choose ‘Watch now’ to begin watching the show, ‘Download this Show’ to send the show to My Shows, ‘Get a Season Pass’ to receive all episodes of the show, or ‘Past Shows’ to find a show that has already aired.

The show will appear in My Shows. (If you selected a past show to download, it will appear within moments. Otherwise, your show will download automatically on the date that it airs.)

Finding & recording shows using TiVo with SD menus

If you're using TiVo with SD menus, you can search by title, or you can use Swivel Search to search both broadcast and broadband content.



Searching by title

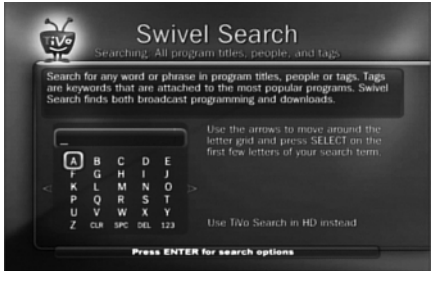
If you know the title of the show you want to record, finding it is easy.

1. From the TiVo Central screen, select 'Find Shows', then 'Search by Title.'
2. Choose whether to narrow the search to a particular category and sub-category, or select 'All shows.'
3. Use the letter grid to spell out the title. Use the arrow buttons to move around, then press SELECT on each letter you want. (Skip "a," "an," or "the.") As you select letters, an alphabetical list of shows appears on the right. Keep selecting letters until you see your show.

   If you make a mistake, you can press CLEAR to erase everything, or REWIND to erase one letter at a time. Insert a space by pressing FORWARD .
4. When you see your show, press the RIGHT arrow to move to the list. Then use the UP/DOWN arrows to highlight your show, and press SELECT. The show information screen shows your available options.
5. To record the show, select 'Record this episode.' You can also choose to schedule a Season Pass recording or view upcoming episodes of the show.

Replace hyphens (-), slashes (/), and periods (.) with spaces. For example, use 20 20 to search for the title "20/20." Any other marks, such as apostrophes ('), asterisks (*), and ampersands (&), are ignored.
For example, use 6 OCLOCK NEWS to search for the title "6 O'Clock News."

Using Swivel™ Search


Swivel Search
Searching: All program titles, people, and tags
Search for any word or phrase in program titles, people or tags. Tags are keywords that are attached to the most popular programs. Swivel Search finds both broadcast programming and downloads.
Use the arrows to move around the letter grid and press SELECT on the first few letters of your search term.
A B C D E
F G H I J
K L M N O
P Q R S T
U V W X Y
Z CLR SPC DEL 123
Use TiVo Search in HD instead
Press ENTER for search options

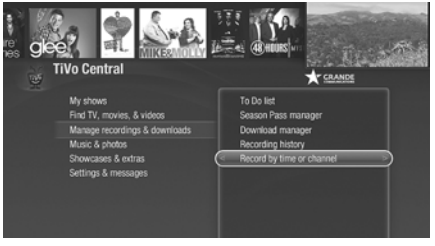
When you use Swivel Search, your search results show both broadcast shows, web videos, and Grande On Demand offerings. To use Swivel Search, parental controls must be OFF and your privacy status must be set to allow Swivel Search. When you first use Swivel Search, you may see on-screen prompts telling you how to change the settings if necessary.

1. To start searching, choose ‘Find Shows’ from the TiVo Central screen, then select ‘Swivel Search.’
2. Enter the first few letters of a show title or actor’s name. A list of search results will appear in the middle pane of the screen.
3. Select a show title or actor’s name to see more details and schedule recordings.
   - For a show, you can schedule a recording or a create a Season Pass from the Details screen. You can also view upcoming episodes, browse the episode guide, explore details about the cast, learn about other shows that might interest you, or view bonus features.
   - For an actor, you can browse TV shows or movies featuring him or her, or create a WishList® search.

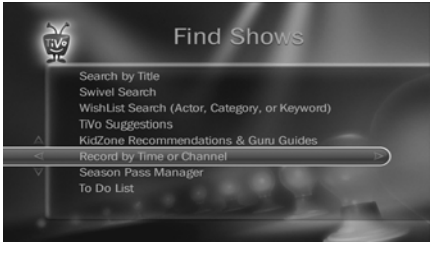
Recording by time or channel

Whether you're using TiVo with HD menus or TiVo with SD menus, you can browse by time or channel, or you can set up a manual recording. Here's how.

- When using TiVo with HD menus, from the TiVo Central screen, choose 'Manage recordings & downloads,' then 'Record by time or channel.'
- When using TiVo with SD menus, from the TiVo Central screen, choose 'Find Shows,' then 'Record by Time or Channel.'



TiVo with HD menus



TiVo with SD menus

Browse by time

Browse shows on a specified day and time. You can filter the list to see only shows in a particular category. For example, you can browse all movies airing on Saturday night.

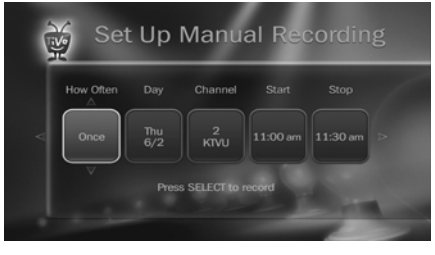
1. From the 'Record by Time or Channel' screen, choose 'Browse by Time.'
2. If you want to limit your search to a particular category or set of channels (for instance, HD shows or your favorite channels, use the arrow buttons to highlight an option (for example, Movies), then press SELECT. If you don't want to limit your search, select 'All Channels.'
3. Press the UP/DOWN arrows to select the date you want to see, then press the RIGHT arrow to move to the time column, and press the UP/DOWN arrows to select a time.
4. Press SELECT to see the list of shows without leaving the time selector, or press the RIGHT arrow to see the list of shows and move to the list.
5. Highlight the show you want to record and press SELECT to schedule your recording.

Browse by channel

Browse through shows airing on a particular channel. You can start with all channels, or just your favorites.

1. From the ‘Record by Time or Channel’ screen, choose ‘Browse by Channel.’
2. Choose either “All Channels,” which includes all the channels you receive, or “Favorite Channels,” which includes just the channels you have selected as your favorites. (For information on selecting favorite channels, see See “Customizing your channel list” on page 70.)
3. Press the UP/DOWN arrows to select the date you want to see, then press RIGHT arrow to move to the channel column.
4. Press the UP/DOWN arrows to select a channel. (You can also use the numbers on the remote to enter a channel, then press ENTER.)
5. Press SELECT to see the list of shows without leaving the channel selector, or press the RIGHT arrow to see the list of shows and move to the list.
6. Highlight the show you want to record and press SELECT to schedule your recording.

Manually record time/channel



Schedule a recording on a specific channel at a specific time.

1. From the ‘Record by Time or Channel’ screen, choose ‘Set Up Manual Recording.’
2. Choose the frequency of the recording, using the UP/DOWN arrows to select ‘Once’ or ‘Repeat,’ then press the RIGHT arrow.

3. Choose the day(s) for the recording, using the UP/DOWN arrows to change the current selection. If you chose ‘Repeat,’ you can choose to repeat the recording on a specified day of the week (‘Every Tuesday’) or several times a week (‘Every M – F’ or ‘Every Day’).
4. Press the RIGHT arrow and choose a channel using the UP/DOWN arrows (or by entering a number with the remote, then pressing ENTER).
5. Press the RIGHT arrow and set the hour, minute, and am/pm for the start and stop time, using the UP/DOWN arrows to change the current selection.
6. Press the RIGHT arrow or SELECT.
7. You'll see a confirmation screen. The TiVo DVR shows a ‘best guess’ show title based on guide listings for that time and channel. Select ‘Create recording’ (or ‘Create repeating recording’).

Recommended shows

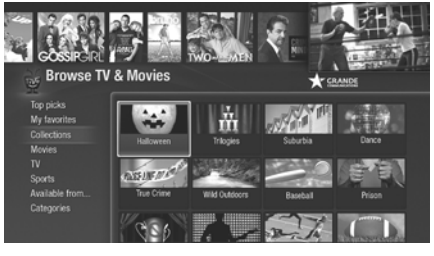
With all the programming available to your TiVo® Premiere DVR from Grande, sometimes you might want show recommendations. The TiVo Service is here to help: the Discovery Bar, Collections, and Top Picks (all available on TiVo with HD menus) and TiVo Suggestions (available on both TiVo with HD menus and TiVo with SD menus) put a variety of recommendations at your fingertips.

The Discovery Bar

When you use TiVo with HD menus, the Discovery Bar appears at the top of most TiVo screens. What you'll see in the Discovery Bar depends on what shows you record and mark as your favorites. The Discovery Bar is a great way to find new shows based on what your TiVo Premiere DVR from Grande knows you already like, but it doesn't contain only shows. You'll also find thumbnails for actors, collections of related shows, web video providers, and more.

For example, if you record the show "American Idol," the Discovery Bar might display thumbnails for other shows, like "So You Think You Can Dance." It all depends on what you're interested in and what's available to you.

Collections



When you use TiVo with HD menus, you can browse collections, or groups of shows on related subject matter recommended by the TiVo Service, partners, or video providers. Find Collections by choosing 'Find TV, movies, & video' from the TiVo Central screen, then choose 'Browse TV & movies,' then 'Collections.'

When viewing a collection, press the A button on your remote control to see options, or the B button to change the sort order (choose between sorting by name or sorting by the order determined by the TiVo Service).

Top Picks

Top Picks are recommended shows, movies, video providers (like Amazon), or collections. When using TiVo with HD menus, find Top Picks by choosing 'Find TV, movies, & video' from the TiVo Central screen, then choose 'Browse TV & movies,' then 'Top Picks.'

TiVo Suggestions

When using either TiVo with HD menus or TiVo with SD menus, you can rate any show — whether it's live, recorded, or listed in the program guide — by pressing the THUMBS UP ® or THUMBS DOWN ® button on your remote. You can give a show up to three Thumbs Up (great!) or three Thumbs Down (terrible!).

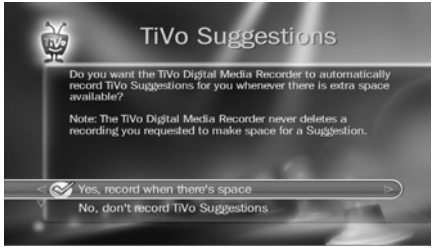
TiVo Suggestions uses these ratings to create a list of shows you might like. The more shows you rate over time, the better TiVo Suggestions will get at finding interesting shows for you.

When using TiVo with HD menus, you can also use the THUMBS UP button to mark any video provider (Amazon), category (like sports or cooking), or collection (like award-winning movies or holiday shows) as a favorite.

Auto-recording TiVo Suggestions

When your TiVo Premiere DVR from Grande has available space, it automatically records TiVo Suggestions. But you don't ever need to worry about recorded Suggestions taking up space — here's why:

- TiVo Suggestions never replace shows you record, or prevent your shows from being recorded.
- TiVo Suggestions are always the first shows deleted to make room for your recordings.


TiVo Suggestions
Do you want the TiVo Digital Media Recorder to automatically record TiVo Suggestions for you whenever there is extra space available?
Note: The TiVo Digital Media Recorder never deletes a recording you requested to make space for a Suggestion.
Yes, record when there's space
No, don't record TiVo Suggestions

If you'd prefer not to record TiVo Suggestions automatically, you can turn them off. From the TiVo Central screen, choose 'Settings & Messages,' then 'Settings,' then 'Recording,' then 'TiVo Suggestions.'

On the TiVo Suggestions screen, choose 'No, don't record TiVo Suggestions.' You can still see the TiVo Suggestions list and choose to record individual shows.

Watching TiVo Suggestions

Recorded suggestions appear in the TiVo Suggestions group inside the My Shows list. You can watch, save, or delete them just like any other shows.

Viewing the suggestions list

You can easily review a list of upcoming TiVo Suggestions.

- When using TiVo with HD menus, from the TiVo Central screen, choose 'Find TV, movies, & video,' then 'Browse TV & movies,' then 'TV,' then 'TiVo Suggestions.'
- When using TiVo with SD menus, from the TiVo Central screen, choose 'Find Programs,' then 'TiVo Suggestions.'

The list is ranked, so shows you're more likely to enjoy are near the top.

To make sure a show records, highlight it and press SELECT on your remote. You can also use THUMBS UP or THUMBS DOWN to rate shows in this list and improve future recommendations.

To display a list of all shows that you've rated, while viewing the upcoming TiVo Suggestions screen, press ENTER on your remote to see the Review Thumbs screen. Then, highlight a show and use the THUMBS UP and THUMBS DOWN buttons on your remote to change its rating.

Any time you choose to record a show, it automatically gets one Thumbs Up.

Season Pass® recordings

A Season Pass recording automatically records every episode of a series that airs on a certain channel — even if the day or time changes! Just select a show from the guide or your search results, and choose ‘Get a Season Pass.’

If the TiVo Service finds any conflicts in scheduling upcoming episodes of the Season Pass recording, you’ll be asked to choose whether you want to keep the previously scheduled recording or record the new show instead.

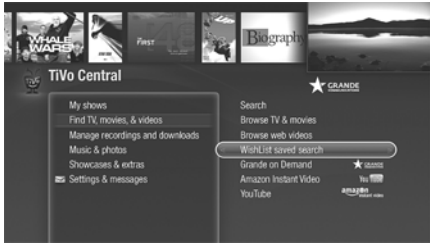
Season Pass recording options

When you set up a Season Pass recording, you can choose how many episodes to keep and how long to keep them using Recording Options. Choose ‘First run only’ if you want to skip the re-runs. See page 40 for more about recording options.

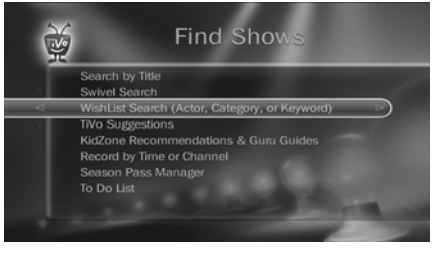
Recording Options
Record Season Pass with these options
Recording Quality: High Quality
Keep At Most: 5 episodes
Show Type: Repeats & first-run
Keep Until: Space needed
Start Recording: On-time
Stop Recording: On-time
Don't change recording options

You can cancel the recording of any episode in a Season Pass by highlighting the title in the To Do List and pressing CLEAR. You can delete the entire Season Pass or change recording options using the Season Pass manager. See page 31 for more information about the To Do list and page 32 to learn more about the Season Pass manager.

Creating WishList® searches



TiVo with HD menus



TiVo with SD menus

A WishList search finds shows that match your search criteria on any channel you receive — and it keeps on searching for as long as you keep the WishList search.

You can search for something specific by creating a WishList search with multiple criteria: for instance, you might create a WishList search for actor George Clooney, category Movies, and sub-category Action. This WishList search would find action movies starring George Clooney.

You can even use WishList searches to find something *very* specific. For example, the Keyword GIANTS with category Football would find Giants football games, but not Giants baseball games.

If you choose to auto-record matches to your WishList search, you'll find any recorded matches in your My Shows list. WishList recordings are marked with a star .

Creating a WishList search

Creating a WishList search is simple:

1. From the TiVo Central screen, do one of the following:
   - When using TiVo with HD menus, choose 'Find TV, movies, & video,' then 'WishList saved searches.'
   - When using TiVo with SD menus, choose 'Find Programs,' then 'Create a WishList search.'
2. Select 'Create a WishList Search.'
3. Next, start choosing criteria for your WishList search. You can choose any or all of the following:

Keyword Search for shows with specific words in the show or episode title, description, actor, director, year, or category.

Title Keyword Search for shows with specific words in the show or episode title.

Actor Search for shows with your favorite actor.

Director Search for shows by a specific director.

Category Search for specific categories and sub-categories of shows (for example, action movies or nature documentaries).

4. After entering your initial search criteria, you'll return to the 'Create WishList Search' screen. Continue adding as many search criteria to your WishList search as you like. For instance, you could create a WishList search like this:

   - Keyword: Pirate
   - Actor: Johnny Depp
   - Category: Movies

   Your results would include only pirate movies starring Johnny Depp.

5. The TiVo Service automatically assigns a name to your WishList search. To assign a different name, select 'WishList Name.'

6. When you're finished entering search criteria, select 'Done creating this WishList search.'

After you've created the WishList search, you can do any of the following:

View upcoming episodes You'll see a list of shows airing in the next two weeks or so that match your WishList search criteria. You can choose to record individual shows from the list.

Not all actor or director names may be listed. To search for a name that is not on the list, enter the name in the format: LAST NAME, FIRST NAME. You must match the spelling of the name exactly, and you must use a comma (available in the grid under the letter W).

Auto-record WishList programs Your TiVo Premiere DVR from Grande will automatically record any shows matching your WishList search criteria until you modify or delete the WishList search.

Edit or delete WishList search You can change the WishList search — for example, to correct a misspelling or to add a category to narrow the results — or cancel it.

Using the Asterisk (*) in WishList searches

You can use the asterisk only at the end of a keyword, not to omit letters at the beginning or in the middle of a word.

To search for similar words in a Keyword or Title WishList, use the asterisk (*) as a wild card symbol that replaces the endings of words. For example, the keyword AIRP* would find shows containing “airport,” “airplane,” “airplanes,” as well as the movie “Airplane!” To enter an asterisk, press the SLOW button on the remote.

Tips for entering keywords

- Replace hyphens (-), slashes (/) and periods (.) with spaces. For example, use the keyword 20 20 to search for the title “20/20.” Any other marks, such as apostrophes (’) and ampersands (&), are ignored. For example, you would use the keyword phrase 6 OCLOCK NEWS to search for the title “6 O’Clock News.”
- For dollar signs ($) substitute the letter S.

Auto-recording a WishList search

The more specific a WishList search is, the better suited it is to auto-recording. For example, a Category WishList search for the category Documentary would find every upcoming documentary. You might not want to record them all, but you could occasionally browse the search results list and choose the ones you do want to record.

You can set a WishList search to auto-record, and it will record every show it finds, on any channel you receive.

Each auto-recording WishList search and its upcoming recordings are marked with a star in the To Do List and the Season Pass manager. If you want to be sure that all matching shows are recorded, give the auto-recording WishList search a high priority in the Season Pass manager. See page 32 for details.

Finding shows online

Using tivo.com

Schedule recordings on your TiVo Premiere DVR from Grande at home from any computer with Internet access and a standard web browser. Go to tivo.com/tco to search for shows by time, title, keyword, or actor/director. Schedule a single episode, or set up a Season Pass recording with all the options you have on your TiVo Premiere at home. You can even set the show not to record if it conflicts with a recording already scheduled on your TiVo Premiere.

To schedule recordings online:

1. Go to tivo.com/tco and sign in.
2. In the upper right corner of the Find TV Shows page, select the name of the TiVo Premiere DVR from Grande for which you want to schedule recordings.
3. Use the simple or advanced search of your TV listings, browse by category or channel, or search the TV Listings Guide.
4. From the list of search results, click the name of a show and choose either '1-Click Record,' '1-Click Season Pass,' or 'Record with Options.'

Using TiVo Mobile

With TiVo Mobile, you can access TV listings and schedule shows to record on your TiVo Premiere DVR from Grande, all from your web-enabled mobile phone. Just launch your phone's web browser and go to m.tivo.com.

Once you sign in, you can search by keyword, show title, actor, or director; view Daily Picks; find the Most Popular shows; or browse by category.

Using the TiVo for iPad & iPhone application

Now you can do just about everything you can do with your TiVo remote control — find and explore shows, schedule recordings, control live TV and recorded shows, and more — from your iPad and iPhone! Just download the TiVo App to your iPad or iPhone, and you're ready to get started.

For step-by-step instructions on using the TiVo App for iPad or iPhone, go to tivo.com/howto and click on “Scheduling, remotes, & mobile devices.”

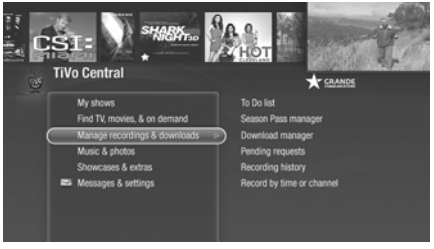
Using the TiVo for BlackBerry® smartphone application

You can schedule shows on your TiVo Premiere DVR from Grande from your BlackBerry smartphone with the free TiVo for BlackBerry smartphone application. You can search by title, keyword, or person, explore daily picks, and even get a Season Pass.

For step-by-step instructions on using your BlackBerry smartphone with your TiVo Premiere, go to tivo.com/blackberry.

Managing recordings

The To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings. The Season Pass manager prioritizes all your repeating recordings and lets you manage conflicts and set options.



Using the To Do List

To view the To Do List:

- When using TiVo with HD menus, from the TiVo Central screen, choose ‘Manage recordings & downloads,’ then ‘To Do List.’
- When using TiVo with SD menus, from the TiVo Central screen, choose ‘Find Programs,’ then ‘To Do List.’

You’ll see a list of all shows scheduled to record in the next two weeks or so. Press SELECT on any show to see available options.

Canceling a Recording

To cancel a recording, just highlight the show title on the To Do List and press CLEAR.

Viewing recording history

Choose ‘View Recording History’ on the To Do List if you’re curious why a particular show or episode was not recorded, why it’s not scheduled to record, or when it was deleted from your My Shows list. The Recording History is organized by date; use the UP/DOWN arrows to browse the shows in the list. Select the show’s title for more information about it.

In the To Do List, individual recordings are marked with a single check mark: ✓

Season Pass recordings and manual repeating recordings are marked with a double check mark: ✓✓

Auto-recording WishList searches are marked with a star: ★

Season Pass Manager
Below is a list of your Season Pass recordings, in order of priority. To make changes to a Season Pass, press SELECT. To move it up or down in the list, press RIGHT.
1. Friday Night Lights (3 KNTV)
2. How I Met Your Mother (400 KLA...
3. Grey's Anatomy (92 KGODT)
4. Parenthood (3 KNTV)
5. The Good Wife (400 KLASDT)

Using the Season Pass manager

Season Pass recordings and auto-recording WishList searches are prioritized in the order in which you set them up: the first has highest priority, and so on.

To view the Season Pass Manager:

- When using TiVo with HD menus, from the TiVo Central screen, choose ‘Manage recordings & downloads,’ then ‘Season Pass Manager.’
- When using TiVo with SD menus, choose ‘Find Shows,’ then ‘Season Pass Manager.’

Changing priorities of repeating recordings

In the Season Pass Manager, use the UP/DOWN arrows to highlight a repeating recording, and press RIGHT to highlight the arrows to the right of the title, then use the UP/DOWN arrows to move the selected title up or down in the list.

Because your TiVo Premiere has two tuners, recording conflicts should be minimized. When more than two shows are scheduled to record at the same time, however, the two with the highest priorities are recorded.

Editing a repeating recording

You can also use the Season Pass manager to view and change recording options, view upcoming episodes, or cancel Season Pass recordings or auto-recording WishList searches. Highlight the show title and press SELECT to view available options.

Recording with Overlap Protection

Clip Overlapping Programs?
When two programs overlap by 5 minutes or less, do you want to clip (partially record) the lower priority program instead of canceling it?
Note: You can also adjust the priority of your Season Pass™ and WishList™ recordings using the Season Pass Manager. Go to TiVo Central and select "Find Programs" > "Season Pass Manager."
Yes, clip lower priority program
No, cancel the lower priority program

Being able to record two programs at the same time doesn't eliminate all possible recording conflicts. The Overlap Protection feature gives you additional options for dealing with recording conflicts when they occur.

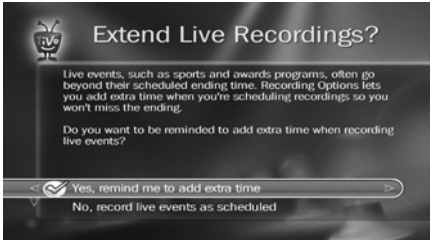
If Overlap Protection is turned off, when two shows on the same tuner overlap by a few minutes (for example, one program ends at 8:33, while the next program begins at 8:30), the lower priority recording is cancelled. But with Overlap Protection turned on, the TiVo Premiere DVR from Grande simply clips the lower priority recording by just enough minutes to allow both programs to record.

Overlap Protection works by determining the priority of each program scheduled to record. For repeating recordings, it uses the Season Pass manager to learn which programs have higher or lower priorities (see page 32). One-time recordings are not listed on the Season Pass manager; these individual recordings that you schedule receive the highest priority. The most recent individual recording that you requested always has the highest priority. (TiVo Suggestions always have the lowest priority.)

When scheduling new recordings, the TiVo Premiere DVR from Grande notifies you of any recording conflict and gives you options for resolving it. If Overlap Protection is on, your options include clipping the lower priority program.

Overlap Protection is a global setting, not a show-specific choice. To set your Overlap Protection preference, from the TiVo Central screen, choose 'Settings & Messages,' then 'Settings,' then 'Recordings,' then 'Overlap Protection.'

Extending live recordings


Extend Live Recordings?
Live events, such as sports and awards programs, often go beyond their scheduled ending time. Recording Options lets you add extra time when you're scheduling recordings so you won't miss the ending.
Do you want to be reminded to add extra time when recording live events?
Yes, remind me to add extra time
No, record live events as scheduled

Live events (like sporting events and awards shows) often run past their scheduled end time. When the Extend Live Recordings setting is turned on, the TiVo Premiere DVR from Grande will remind you to add extra time when you set up a recording of a live event.

Extend Live Recordings is a global setting, not a show-specific choice. To set your Extend Live Recording preference, from the TiVo Central screen, choose ‘Settings & Messages,’ then ‘Settings,’ then ‘Recordings,’ then ‘Extend Live Recordings.’

GRANDE COMMUNICATIONS

3

Watching shows

Moving around with the status bar	36
Getting information with the channel banner	38
Setting a show's recording options	40
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Parental Controls and KidZone	50
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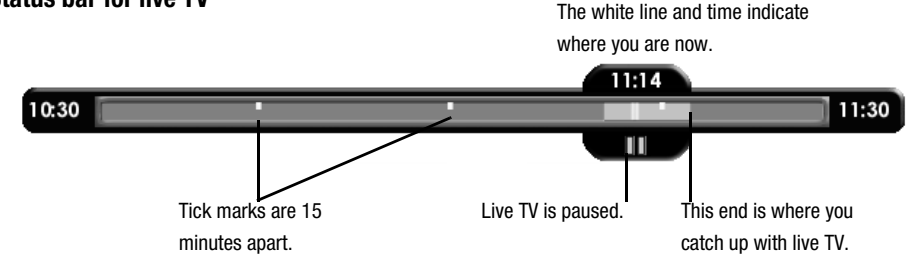
Moving around with the status bar

In general, watching shows works the same whether you're watching live TV, recordings, web videos, or Grande On Demand. You can always press PLAY, PAUSE, FORWARD, and REWIND to display a status bar and move around in the show.

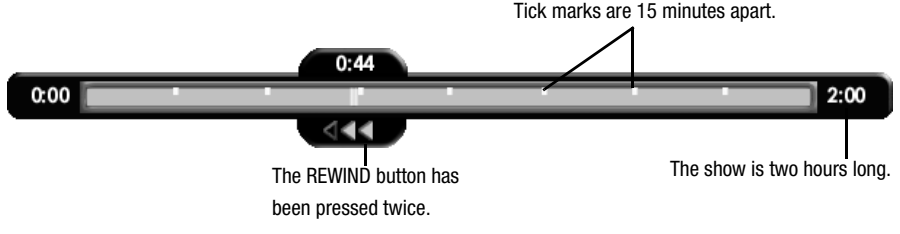
- In live TV, the status bar represents one hour and the white tick marks are 15 minutes apart.

  Status bar for live TV


The white line and time indicate where you are now.
11:14
10:30
11:30
Tick marks are 15 minutes apart.
Live TV is paused.
This end is where you catch up with live TV.

- In recorded shows, web videos, and Grande On Demand, the bar shows the program's length. The tick marks are 15 minutes apart (further apart for a longer show).

  Status bar for a two-hour recording



Automatically saving live TV

In live TV, the green segment of the status bar represents the part of the show automatically saved by your TiVo® Premiere DVR from Grande. The TiVo Premiere automatically saves up to 30 minutes of live TV, so you can rewind live TV for up to 30 minutes. Press RECORD to record the saved portion as well as the rest of the show.

Whenever you change channels, the saved portion of the old show is cleared, and the TiVo Premiere DVR from Grande starts saving the show on the new channel. If you're behind live TV and watching something you still want to see, you should avoid changing the channel. But you can swap tuners by pressing the LIVE TV/SWAP button without losing what's been saved.

Press the CLEAR button to hide the status bar, the program guide, the channel banner, and anything else that is not part of the show.

Getting information with the channel banner

The Channel Banner you see when watching Grande On Demand shows may look slightly different and have different capabilities.

The channel banner displays the show's title, description, ratings, and other information. It appears whenever you change the channel. To view the channel banner while watching a show, press INFO.

The channel banner can be displayed in three different sizes. Press the RIGHT arrow cycle through the sizes of the channel banner. Press the LEFT arrow or CLEAR to hide it.

Icons in the large version of the channel banner are shortcuts to corresponding features. Use the UP/DOWN arrows in the large channel banner to highlight an icon, then press SELECT.

Record Record the show you're watching. If a recording is in progress, select this icon to stop the recording.

Tuner Swap See the channel and show title currently airing on the other tuner. To swap to the other tuner, press SELECT.

Audio Select this icon for alternate audio tracks, if available. See page 45 for more on audio settings.

Dolby Digital audio The Dolby Digital audio icon indicates that a digital audio track is available.

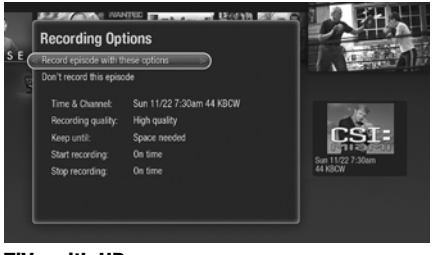
Parental Controls. If Parental Controls are off, the lock icon appears unlocked and dim. If they are on, the icon is locked and bright. If they are temporarily off, the icon is unlocked and bright. If you're using TiVo with HD menus, Parental Controls are unavailable.

KidZone When KidZone is turned on, the KidZone icon is displayed instead of the Parental Controls lock icon. If you're using TiVo with HD menus, KidZone is unavailable.

Closed Caption Toggle closed captioning on or off.

Setting a show's recording options

Recording options let you customize each recording, so you always get the results you want. You can set recording options when you first schedule a recording, or by selecting a show from the To Do list or the Season Pass® manager. To view or change recording options:



TiVo with HD menus

TiVo with SD menus

1. On the show's screen, select the 'Options' button:
   - When using TiVo with HD menus, select 'Get this show' and then highlight either 'Get a Season Pass' or 'Record next episode.' Then press the RIGHT arrow to highlight 'Options' and press SELECT.
   - When using TiVo with SD menus, highlight either 'Record this episode' or 'Get a Season Pass.' Then press the RIGHT arrow to highlight 'Options' and press SELECT.
2. On the Recording Options screen, use the UP/DOWN arrows to highlight an option, then the RIGHT and LEFT arrows to change the setting.
3. When you're done, press SELECT or highlight 'Record show with these options.'

Recording Options include:

Time & Channel When using TiVo with HD menus, choose the time and channel on which to record the show, when more than one option is available.

Channel When using TiVo with HD menus, choose the channel on which to record the show, when more than one channel is available. (This option is available only for a repeating recording like a Season Pass.)

Recording Quality This setting does not apply to HD or digital shows, and is available only before the TiVo Premiere DVR from Grande begins recording. For analog shows, choose from

'Basic,' 'Medium,' 'High,' or 'Best.' The default setting is 'Best.' See page 49 for more information.

Keep At Most Set the maximum number of episodes to be saved. (This option is available only for a repeating recording like a Season Pass.)

Record Skip reruns or watch them all? In TiVo with HD menus, choose 'Season Pass only' to avoid reruns, or 're-runs' to get every episode. In TiVo with SD menus, choose from 'Repeats & first run,' 'First-run only,' or 'All'. (This option is available only for a repeating recording like a Season Pass.)

Keep Until Choose how long to keep a show (or each episode of a repeating recording). 'Space needed' is the default setting, or choose 'Until I delete' and your TiVo Premiere won't delete this episode to record something new.

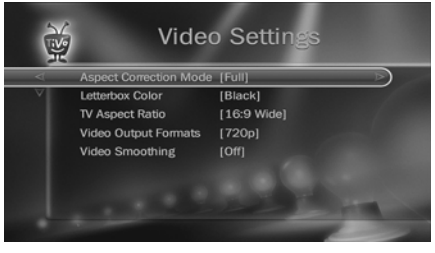
Start Recording Start recording up to ten minutes before a show is scheduled to begin. (This option is available only before recording starts.)

Stop Recording Set a recording to continue — for a few minutes or up to three hours — after it's scheduled to end. You can change this setting when you set up the recording, or while the recording is in progress.

The last two recording options — Start Recording and Stop Recording — are known as the **Overtime Scheduler** feature. These settings are especially helpful for sports fans, but they're also useful for award shows, live events, or if the network tends to broadcast your favorite show a little off its scheduled start time.

Customizing your video, audio, and display

You can customize your TiVo Premiere DVR from Grande to display your shows exactly the way you like to watch them using the choices available from the Settings menu. To view Settings, from the TiVo Central® screen, choose 'Settings & Messages.' The settings for audio, video, displays, channels, and recording all affect how your find and watch shows.



Video settings

From the TiVo Central screen, choose 'Settings & Messages,' then 'Settings,' then 'Video' to customize your TiVo Premiere's video settings.

Aspect correction mode

Aspect correction is applied when the aspect ratio of the show you're watching doesn't match the aspect ratio of your TV. Use the ZOOM button on the TiVo remote (TiVo with SD menus only) or the Aspect Correction Mode settings screen to choose from the following options:

In **FULL** mode, the picture is stretched to fill the TV screen, which may result in some distortion. In the picture of the bears shown here, notice that black bars appear at the top and bottom of the screen, and the bears look a bit squished. Since the Aspect Correction is Full, you know that the letterbox bars are included in the broadcast.

In **PANEL** mode, side bars are added to the picture to fill the screen, preserving the broadcast aspect ratio. This is useful if you're watching a show broadcast in 4:3 on a 16:9 TV, or vice-versa. In the picture of the bears, notice that the bears no longer look squished, but the picture size is dramatically decreased.

In **ZOOM** mode, the picture is stretched without distortion. The edges of the picture are cropped to fit the TV screen. This mode is useful if you're watching a show broadcast with letterbox bars or side bars. Zoom mode crops the letterbox bars out of the picture. The picture of the bears looks best in Zoom mode.

Letterbox color

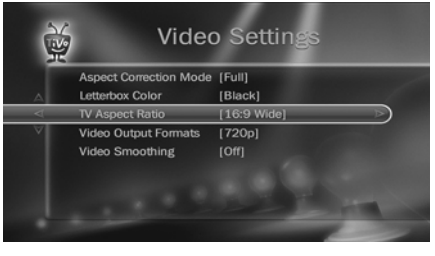
Choose which color the TiVo Premiere DVR from Grande should use when it adds letterbox or side bars to the picture: gray or black. Changing the color of the bars can be useful if you're trying to determine whether bars on the screen are being added by the TiVo Premiere or by the broadcaster.

Letterbox is used to fit a 16 x 9 show on a 4 x 3 screen, and sidebars are used to fit a 4 x 3 show on a 16 x 9 screen.

TV aspect ratio

Aspect ratio refers to the proportions of your TV screen. A standard TV screen ratio is 4:3. Widescreen TVs are 16:9. Select the type of screen your TV has.

- Some TVs automatically change their display based on the type of signal they receive: high-definition or standard. If your 4:3 TV has this feature, you probably notice that it adds bars to the top and bottom of an HD picture. If so, select '4:3 Smart Screen.'



- If your TV does not have this feature, you may notice that it squeezes an HD picture into the 4:3 shape. If so, select ‘4:3 Standard Screen.’ Check your TV’s manual for its capabilities.

Video output formats

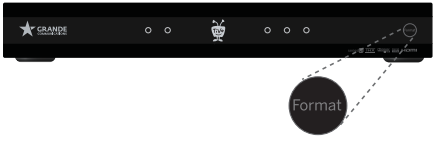
TV shows are broadcast in a variety of formats, and TV equipment receives and displays video in a variety of formats. For any given show, the format in which a show is broadcast may or may not match a format that your TV is capable of displaying.

The TiVo Premiere DVR from Grande receives video signals in any of the four broadcast formats (1080i, 720p, 480p and 480i). If you are using an HDMI® cable to connect your TiVo Premiere to your television, the TiVo Premiere will automatically set the optimal video output format for your TV.

You might want to experiment with all the different video formats that your TV and the TiVo Premiere DVR from Grande support. You may find that some formats are better suited to certain shows than others.

The Video Output Formats screen allows you to test and set the video output format manually. Select ‘Test Formats’ and then follow the on-screen prompts to test which formats your television can display. The supported formats will be automatically selected in the list of available video formats.

If you are using an HDMI cable to connect your TiVo Premiere DVR from Grande to your TV, you can also set the output format to the optimal format for your TV by selecting ‘Auto Detect’ from the Video Output Formats screen.



Using the Format button

Normally you'll specify video output formats using the Video Output Settings screen (see “Video output formats” on page 44). But if your screen is black and you can’t get to the TiVo

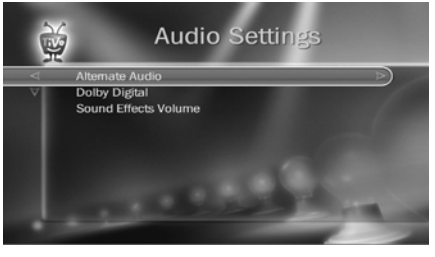
menus, you can press the Format button on the front of the TiVo Premiere DVR from Grande to change the Video Output format. Continue to press the Format button until you see the desired format displayed on your television.

Video smoothing

If you see static on some basic cable and analog antenna (NTSC) channels, use this setting to smooth the video, which will decrease the static and improve the picture on these channels. However, it will cause images on all analog channels to lose some sharpness.

Audio settings

From the TiVo Central screen, choose ‘Settings & Messages,’ then ‘Settings,’ then ‘Audio’ to customize audio settings.



Alternate audio

Some shows are broadcast with more than one audio track, such as alternate language tracks. When alternate audio tracks are available, you’ll see a bright alternate audio icon in the channel banner:

The **Default Audio Language** setting lets you choose which audio language track is recorded.

The **Default Audio Program** setting lets you choose to have the default audio in stereo or mono, or have a secondary audio program (SAP) recorded when one is available.

Dolby Digital

If you have an A/V receiver or home theater system that supports Dolby Digital audio, use this setting to choose how the TiVo Premiere DVR from Grande will record and output digital audio. Check your A/V receiver or home theater system manual for its capabilities.

When selecting the Dolby Digital to PCM setting, the audio signal will be downmixed from Dolby Digital 5.1 to 2-channel PCM.

If a show is broadcast with a Dolby Digital audio track, you'll see a dim Dolby Digital icon in the channel banner: DD. If the icon is bright, alternate digital audio tracks are also available. Select the bright icon for options.

Sound effects volume

Change the volume of or turn off the TiVo Premiere DVR from Grande's sound effects (the tones played when you press buttons on the remote control). The default is Medium.

Display settings

From the TiVo Central screen, choose ‘Settings & Messages,’ then ‘Settings,’ then ‘Displays’ to customize the display of the channel banner, closed captioning, and the lights on the TiVo Premiere DVR from Grande.

Channel Banner Normally, when you change channels, the channel banner is displayed for a few seconds. If you want it to disappear quickly, select ‘Clear Banner Quickly.’

Closed Captioning Change the way the TiVo Premiere DVR from Grande displays closed captioning text. Turn closed captioning on or off for all shows, or select the text size, font, text color, and background color that are easiest to for you to read. As you select options, sample text is displayed at the bottom of the screen.

To turn closed captioning on or off while watching a show, press INFO to view the channel banner, and select the closed captioning icon: CC.

Displays on the Front of the DVR You can change the display of the lights on the TiVo Premiere’s front panel (the lights indicate when the TiVo Premiere DVR from Grande is receiving power, recording, receiving a transferred show, or downloading shows over the network connection). You can choose to turn the lights on or off.

Choose TiVo Menus Switch between TiVo with HD menus and TiVo with SD menus.

If you’re using TiVo with HD menus, you’ll also see more display settings:

Improve Discovery Bar Recommendations Personalize the contents of the Discovery Bar based on your own preferences.

TiVo with HD menus

TiVo with SD menus

Even if you choose to turn off the front panel lights, one of the lights on the front panel will flash briefly when a button on the remote is pressed. This indicates that the TiVo Premiere DVR from Grande is receiving a signal from the remote.

Video Window The Video Window is located in the upper right corner of the TiVo Central screen and many other TiVo with HD menus screens. You can choose to turn the Video Window on or off permanently using this setting. (You can always hide the Video Window temporarily by pressing the SLOW button on your remote control.)

Recording quality

Each time you set up an analog recording (a recording that isn't broadcast in HD or digital), you have the option to choose its recording quality. You can also set a default recording quality for analog shows using the Recording Quality settings screen (you can still override the default settings when scheduling a new recording).

There are four levels of recording quality: Best, High, Medium, and Basic. The TiVo Premiere DVR from Grande automatically uses Best quality in live TV when you're watching an analog channel.

One hour of Best quality equals about four hours of Basic quality, two hours of Medium quality, and 1.5 hours of High quality. Actual recording capacity depends on signal quality and the type of programming being recorded. You may want to experiment and see what quality settings you think are suited for different types of programming, such as animation or sports.

Note: These recording quality levels do not apply to digital or HD broadcast shows. The TiVo Premiere DVR from Grande always records HD and digital shows using the pure signal it receives.

Parental Controls and KidZone

Your TiVo Premiere DVR from Grande gives you two great ways to make sure your family has access to only those shows you want them to watch.

Note: Parental Controls and KidZone are available only when you use TiVo with SD menus, not when you use TiVo with HD menus. See page 78 for information on switching from TiVo with HD menus to TiVo with SD menus.

- Use Parental Controls to set limits on movie and television ratings, to lock specific channels, and to prevent viewing of recorded shows that violate the settings you choose.
- Use KidZone to set up an environment where only age-appropriate channels and recordings are available. Children cannot set up new recordings or change any settings on the TiVo Premiere DVR from Grande.

Using Parental Controls

From the TiVo Central screen, choose ‘Settings & Messages,’ then ‘Settings,’ then ‘Parental Controls.’ (Or, select the padlock icon from the large channel banner.)

The padlock icon in the channel banner shows the current state of Parental Controls.

Off No password or controls are set. The icon is dim and unlocked.

On Password and controls are set. The icon is bright and locked.

Temporarily Off Controls are set but turned off. The icon is bright and unlocked.

Changing Parental Controls settings

Once Parental Controls are on, you must enter your Parental Controls password to change any Parental Controls settings.

Turn on Parental Controls Use the number buttons on the remote control to enter a four-digit password, then enter the same password again for confirmation.

Turn off Parental Controls Enter the password, and press SELECT. When Parental Controls are off, the password is deleted and anyone can view any shows or watch any channels.

Temporarily turn off Parental Controls Either enter the password to watch a show or channel, or select 'Temporarily turn off Parental Controls' from the Parental Controls screen. When Parental Controls are temporarily turned off, any show or channel can be viewed, but the password is still required to change Parental Controls settings.

Auto Re-lock When Parental Controls are temporarily turned off, they re-lock automatically after four hours of no remote control activity. Parental Controls won't re-lock in the middle of a show. Use this setting to disable Auto Re-lock.

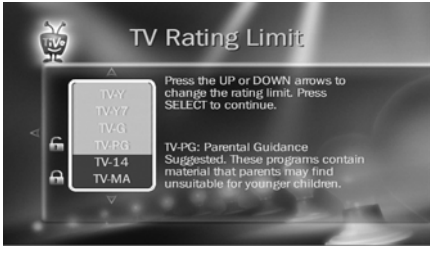
Change the Password While Parental Controls are on, select 'Change Password' from the Parental Controls screen. Enter a new password, then re-enter the new password to confirm.

When you turn Parental Controls off, your password is deleted. You may prefer to temporarily turn off Parental Controls, so that another person in your household does not choose a new password.

Setting rating for TV and movies

Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems, as well as for specific types of TV content. Select the rating type to change it.

TV rating limit Ratings shaded in green are not locked; ratings in red are locked. Use the UP/DOWN arrows to adjust which ratings are locked.


TV Rating Limit
TV-Y
TV-Y7
TV-G
TV-PG
TV-14
TV-MA
Press the UP or DOWN arrows to change the rating limit. Press SELECT to continue.
TV-PG: Parental Guidance Suggested. These programs contain material that parents may find unsuitable for younger children.

Movie rating limit Ratings shaded in green are not locked; ratings in red are locked. Use the UP/DOWN arrows to adjust which ratings are locked.

Block by TV content Types of content marked by broadcasters as able to be blocked are listed. Select each type of content you want to block, then use the UP/DOWN arrows to adjust which ratings are blocked (shaded in red).

Ratings in gray do not apply to that type of content. For example, a TV-Y show would not have V-Violence content so there is nothing to block.

Block Unrated Programs Some movies and TV shows are unrated. Use this setting to block all unrated movies or TV shows.

Manage Other Ratings Additional regional ratings may be available.

Using KidZone

KidZone and Parental Controls cannot be used together. Setting up KidZone clears all Parental Controls settings and turns off Parental Controls.

KidZone creates a child-friendly environment on your TiVo Premiere DVR from Grande. In KidZone, only age-appropriate channels and recordings are visible. Children cannot set up new recordings or change any settings on the TiVo Premiere.

Turning on KidZone

To get started with KidZone, go to the TiVo Central screen and choose ‘Settings & Messages,’ then ‘Turn on TiVo KidZone.’ Choose the appropriate age range and create a password.

You’ll be able to further customize which shows should appear in KidZone from within KidZone itself or by selecting ‘KidZone Settings’ from the ‘Settings & Messages’ screen (or selecting the KidZone icon in the large channel banner) after KidZone is turned on.

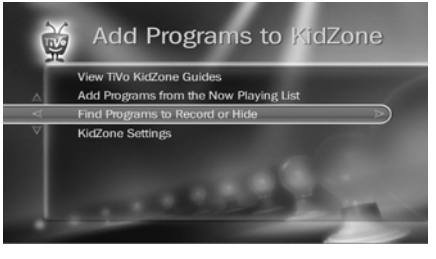
Watching shows in KidZone

When KidZone is turned on, your kids get their own My Shows list. To enter KidZone, select Enter TiVo KidZone from the top of your My Shows list.

- The KidZone My Shows list contains only the shows allowed by the KidZone settings you choose.
- While watching live TV in KidZone, the only channels available are those your children have permission to watch. Pressing the CHANNEL UP and CHANNEL DOWN buttons on the remote changes the channel only to allowed channels, skipping channels that are not allowed in KidZone. In KidZone, you cannot use the number buttons to change channels.

Adding Shows to KidZone

To add pre-approved shows to your kids' My Shows list, go to 'KidZone My Shows' and select 'Add Programs and Change Settings.' You'll find three options for adding shows:


Add Programs to KidZone
View TiVo KidZone Guides
Add Programs from the Now Playing List
Find Programs to Record or Hide
KidZone Settings

View TiVo KidZone Guides KidZone guides automatically record pre-selected kid-friendly content to your broadband-connected TiVo Premiere DVR from Grande. Choose a Guide from the list, then select 'Get This Guide.'

Add Programs from the My Shows list Use this option to add shows from *your* My Shows list to the KidZone My Shows list. Use the SELECT button on your remote control to check the boxes next to each show you want to add to KidZone.

Find Programs to Record or Hide Use this option to find shows as you would outside of KidZone (for example, by using Search). When you select a show to record, select 'Options' and set 'Allow in TiVo KidZone' to Yes.

Hiding shows in KidZone

You can hide an upcoming show so that it will not appear in live TV. Just search for the show, then select Hide from KidZone on the program information screen.

To make sure your kids can't see a particular show, go to 'KidZone My Shows' and select 'Add Programs and Change Settings.' You'll find two options for hiding shows:

Add Programs from the My Shows list Hide shows previously added from your My Shows list. Use the SELECT button on your remote control to uncheck the boxes next to each show you want to hide.

Find Programs to Record or Hide Use this option to find shows as you would outside of KidZone (for example, by using Search). When you select a show to record, select 'Options' and set 'Allow in TiVo KidZone' to No.

Adjusting KidZone settings

KidZone settings include the following:

- **KidZone Channels** Select channels to allow or block when watching live TV in KidZone.
- **Change Password** Change your KidZone password.
- **Modify Rating Settings** Restrict viewing depending on a show's content rating.
- **Clear KidZone Program Settings** Clear choices you have made. This will not clear the rating settings or the KidZone channels list.

Exiting and Turning off KidZone

Select 'Exit TiVo KidZone' from the top of 'KidZone My Shows.' You must enter the password to exit KidZone. The TiVo Premiere DVR from Grande automatically re-enters KidZone after four hours of no TiVo remote activity.

You can turn off KidZone by choosing ‘Settings & Messages,’ then ‘KidZone Settings,’ then ‘Turn off KidZone.’ You can always get KidZone again if you change your mind.

Turning off KidZone clears any choices you have made about the age range, channels, or rating limits. If you later decide to get KidZone again, you will be prompted to make these choices again.

Transferring shows

With your TiVo Premiere DVR from Grande, you can take your shows with you. Easily transfer shows to another TiVo Premiere DVR from Grande or other TiVo DVR on your home network, or transfer them to your PC or Mac, or even to your favorite portable device.

HD shows cannot be transferred to standard-definition DVRs. Shows that cannot be transferred because of this or due to copy protection are marked with the red circle-slash icon.*

*Not all programming may be transferred using the Multi-Room Viewing or TiVoToGo™ features due to the use of copy protection mechanisms permitted under the FCC's encoding rules. Some shows cannot be transferred due to the copy protection assigned to them by the program provider. These shows usually are marked with a red circle-slash icon (47 C.F.R. 76.1904).

Transferring from another TiVo DVR

When you have more than one TiVo DVR connected to your home network, you can easily transfer shows between them. To transfer a show:

1. Go to the TiVo DVR that you want to transfer shows to. For this example, let's call it the Bedroom Premiere.
2. At the bottom of the Bedroom DVR's My Shows list, highlight the TiVo Premiere or other TiVo DVR you want to transfer shows from. Let's call this the Living Room Premiere.
3. Press SELECT to see the Living Room Premiere's My Shows list.

   Note: Some shows cannot be transferred due to the copy protection assigned them by the program provider. These shows are usually marked with a red circle-slash icon.
4. Find the show you want to transfer from the Living Room Premiere to the Bedroom Premiere. Highlight it and press SELECT.

   You can choose to watch the show as it transfers, or continue browsing and choosing shows to transfer.

Roxio Toast software is required to transfer shows to your Mac. See tivo.com/howto/mac for more information and links to the latest Roxio Toast software.

Transferring to your PC or Mac

It's easy to transfer recorded TV shows from your TiVo Premiere DVR from Grande to your PC or Mac. Before you begin, make sure that you have TiVo Desktop software installed, and that

your TiVo Premiere is connected to your home network. TiVo Desktop is available for free from
tivo.com/desktop.

To transfer a show to your home computer:

1. Install and launch TiVo Desktop.

   If you have more than one TiVo Premiere DVR from Grande or other TiVo DVR in your home network, their names appear in a list. Select the one that has the recording you want to transfer.

2. Click 'Pick Recordings to Transfer.' A window showing your TiVo Premiere's My Shows list appears.

3. Check the box next to the title of the show (or shows) you want to transfer, then click 'Start Transfer.'

Shows that cannot be transferred due to copy protection restrictions are marked with a red circle slash.

To watch a show after you've transferred it, select any title from the My Shows list on TiVo Desktop (even one that's still transferring) and click Play. Your computer's default media player starts automatically. (Refer to your media player's instructions for more about playing recordings.)

Transferring to a portable device

You can transfer shows from your TiVo Premiere DVR from Grande to your iPod, PSP, or other portable device using your PC.

With TiVo Desktop, you can prepare transferred TiVo recordings for use with a portable device by converting it to your player's preferred video format. For more information, go to tivo.com/howto and explore the "Get TiVo Anywhere" section.

GRANDE COMMUNICATIONS

4

On Demand*

Grande On Demand	**60**
Amazon Instant Video	**63**
YouTubeTM	**65**
Pay Per View	**66**
Music, photos, Showcases, & extras	**67**

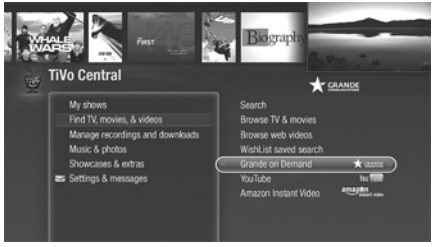
** On Demand service not currently available in the Dallas area.*

Grande On Demand

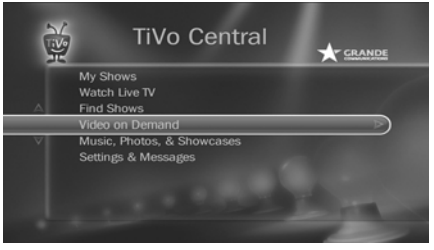
Note: Grande On Demand is not currently available in the Dallas market.

Your TiVo® Premiere DVR from Grande and Grande On Demand are constantly working to find you all of your favorite entertainment. Your TiVo Premier has access to thousands of the latest hit shows and movies — most of them free!

Here's how to get the most out of the Grande On Demand service.



TiVo with HD menus



TiVo with SD menus

Accessing Grande On Demand

The easiest way to access Grande On Demand is to press the ON DEMAND button on your remote control. This will take you to the main screen of available content.

Another way to access the Grande On Demand catalog is by pressing the TiVo button and then doing one of the following:

- Press the LIVE TV button, and go to channel 001.
- When using TiVo with HD menus, from the TiVo Central® screen, select 'Find TV, movies, & videos,' then select 'Grande On Demand.'
- When using TiVo with SD menus, from the TiVo Central screen, select 'Video On Demand.'

Choosing a video

To select an on-demand video:

1. On the main Grande On Demand page, you'll see a list of categories (like 'New,' 'Drama,' or 'Comedy') to choose from. Highlight the category you wish to browse and press SELECT.

2. If you are offered sub-categories, choose a sub-category and press SELECT.
3. A list of available videos is displayed. You'll see the video's price, and when you highlight the video, you'll see a brief description in the right column.
4. Once you've located a video you want, highlight it and press SELECT. This will bring you to a screen that gives you more details on the video and, in many cases, allows you to watch a free preview.
5. If the video is free, the information screen will have an option to 'Play.' Select 'Play' to start the video.

   If the video must be rented to view it, the information screen will have an option to 'Rent & watch now' (the price will be listed). Select 'Rent & watch now' to order the video. You will be asked to confirm your purchase by pressing the THUMBS UP button on your remote control.

Controlling a video

Stopping the video. Once you've started watching your video, you can stop it at any time by pressing the LEFT arrow on your remote control. Partially watched videos are stored in the 'My Rentals folder. See "Watching a saved video" on page 62 for information on watching a video saved in the 'My Rentals' folder.

Pausing. Press PAUSE on the your remote. To resume playing, press PLAY on your remote.

Rewinding. Press REWIND on your remote control. You can press REWIND up to three times for three speeds. When you are ready to watch, press PLAY.

Fast Forwarding. Press FAST FORWARD on your remote control. You can press FAST FORWARD up to three times for three speeds. When you are ready to watch, press PLAY. (NOTE: Some videos from the Grande On Demand library will not allow you to fast forward.)

Watching a saved video

Partially and completely viewed On Demand videos are saved in the ‘Watch it again’ folder for as long as they are available from Grande On Demand. You can watch them again at any time.

To restart a video in progress, or to re-watch a video you have already viewed:

1. Press the ON DEMAND button on your remote control.
2. Select the ‘My Rentals’ folder.
3. Select the video you want to watch.
4. Select ‘Resume playing’ to start playing from where you left off, or, to play the video from the beginning, press the RIGHT arrow to select ‘from beginning.’

Amazon Instant Video

When you link your TiVo account to your amazon.com account, you can rent or buy over 50,000 movies and TV shows and download them to the My Shows list on your broadband-connected TiVo Premiere. You can even download movies and TV shows in HD!

Linking your accounts

Before you can start downloading movies and TV shows to your TiVo Premiere, you need to go through a one-time setup process to link your amazon.com account and your tivo.com account. If your preferences on tivo.com are set to enable video downloads to your TiVo Premiere, and your amazon.com account is set up for 1-Click® purchasing, you'll be able to link accounts from your TV.

- When using TiVo with HD menus, from the TiVo Central screen, choose 'Find TV, movies, & video,' then 'Amazon Instant Video.'
- When using TiVo with SD menus, from the TiVo Central screen, choose 'Video On Demand,' then 'Amazon Instant Video.'

You'll see a list of videos. Select a video and you'll be prompted to provide your amazon.com email address, your amazon.com password, and your tivo.com password. Then set up a 5-digit PIN that you'll use every time you rent or buy a video from the TV.

If your preferences aren't already set, you might need to link your accounts from your computer. For more information, go to tivo.com/howto.

Finding and downloading from your TiVo Premiere

It's easy to find shows from Amazon Instant Video using your TiVo Premiere. When using TiVo with HD menus, you'll find them in the Discovery Bar, in search results, and when browsing TV and movies.

If you want to look specifically for shows from Amazon Instant Video:

- When using TiVo with HD menus, from the TiVo Central screen, choose 'Find TV, movies, & video,' then 'Amazon Instant Video.'
- When using TiVo with SD menus, from the TiVo Central screen, choose 'Video On Demand,' then 'Amazon Instant Video.'

When you find a video you want, select the rental or purchase option you prefer, and enter your 5-digit PIN. Your video will begin to download in a few minutes and will appear in your My Shows list.

Finding and downloading from your computer

Even when you're away from your TiVo Premiere you can still browse, search, and purchase videos to be downloaded directly from Amazon Instant Video.

1. Go to amazon.com and search the Video On Demand offerings for a movie or TV show you want to watch.
2. When you find a video you want, select it, and choose 'Rent' or 'Buy.'
3. If you have more than one TiVo Premiere DVR or other TiVo DVR, select the one you want to download the video to (Note: even if you only have one TiVo device, you must still tell Amazon you want to download to your TiVo DVR and not your computer).

   Your video will begin to download within a few minutes and will appear in your My Shows list.

YouTube™

Browsing YouTube with your TiVo Premiere DVR from Grande is just as easy as browsing YouTube on the Internet.

- When using TiVo with HD menus, from the TiVo Central screen, choose ‘Find TV, movies, & videos,’ then ‘YouTube.’
- When using TiVo with SD menus, from the TiVo Central screen, choose ‘Video On Demand,’ then ‘YouTube.’

You’ll see video categories as well as an option to search. When you find a video you want to watch, highlight it and press PLAY.

Playing YouTube videos

Playing YouTube videos on your TiVo Premiere DVR from Grande is just like playing recorded shows. You can pause, rewind, fast-forward, and instant replay just as you would with any other video. However, there are some unique features of YouTube videos:

- To stop playing a video and return to the list, press the LEFT arrow.
- When the video ends, you can replay it by pressing REPLAY .
- When playback finishes, you’ll see a list of related or similar videos. Use the arrow buttons to move up and down through the list, and press PLAY to play a video.
- YouTube videos are not stored on your TiVo Premiere DVR from Grande, so they do not appear in your My Shows list and they do not use any recording space.

For more information on how to navigate the YouTube application, go to tivo.com/howto.

Pay Per View

Simply call Grande at 1-866-247-2633 to order your PPV event and then tune in to the event when you're ready to watch it!

Music, photos, Showcases, & extras

Your TiVo Premiere DVR from Grande is really an entire digital home entertainment center, with access to your photos, music, and more!

Music

With your TiVo Premiere DVR from Grande, you'll have a constant supply of all your favorite music.

Stream music from your PC or Mac. Use the free TiVo Desktop application to stream your MP3 music library from your PC or Mac to any TiVo DVR in your home network.

Use Pandora® Internet Radio. Pandora is a free service that lets you create custom Internet radio stations personalized just for you, playing only the music you love! Just tell Pandora one of your favorite songs, artists, or composers, and it will create a radio station that explores that kind of music. You can even create stations based on genre (rock, pop, dance, show tunes, classical). Pandora plays all your current and old favorites and introduces you to new songs you'll love.

Listen to Live365 Internet radio network. Live365 is the world's largest Internet radio network, and its thousands of stations are available to you through your TiVo DVR. From popular hits to specialty programming, Live365 on TiVo offers an easy way to access the incredible variety of radio stations available via the Internet.

To view music options, from the TiVo Central screen, select 'Music & Photos' (TiVo with HD menus) or 'Music, Photos, & Showcases' (TiVo with SD menus) for available options.

Photos & home movies

You can watch slideshows of the digital photos and videos stored on your PC or Mac, or connect to your Picasa and Photobucket accounts to view photos stored there right on your TiVo Premiere DVR from Grande. You can even share home movies with family and friends across the country using the One True Media service.

From the TiVo Central screen, select ‘Music & Photos’ (TiVo with HD menus) or ‘Music, Photos, & Showcases’ (TiVo with SD menus) for available options.

Showcases

Showcases often include interactive content that offers opportunities to schedule recordings of featured shows, or allows you to watch previews of upcoming movies or TV shows.

Showcases may include exclusive content: the inside scoop on hit movies, exciting miniseries, special events, popular series, and shows featuring the biggest stars of the screen and stage.

From the TiVo Central screen, select ‘Showcases & Extras’ (TiVo with HD menus) or ‘Music, Photos, & Showcases’ (TiVo with SD menus) for available options.

Extras

Extras are additional applications available on your TiVo Premiere DVR from Grande. Want to buy movie tickets on line? Just enter your zip code to see what’s playing near you, buy your tickets, and head to the theater. How about playing some games? You’ll find them under ‘Extras.’ Just go to the TiVo Central screen and select ‘Showcases & Extras’ (TiVo with HD menus) or ‘Music, Photos, & Showcases’ (TiVo with SD menus).

GRANDE COMMUNICATIONS

5

Settings

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Channel settings

If there is a change to your cable subscription package or channel lineup, a TiVo message will inform you. Use Channel Settings to ensure that your Channel List reflects the change to your lineup.

From the TiVo Central® screen, select 'Settings & Messages,' then 'Settings,' then 'Channels.'

Your channel list

The channel list is the list of channels provided by your TV programming source (basic cable, digital cable CableCARD™, or antenna). The TiVo® Premiere DVR from Grande uses this list to determine which channels to display in the guide and which channels are available for searching and recording shows.

If your channel list is incorrect, you can change your channel lineup. From the Channel List, press ENTER to display the Change Channel Lineup screen.

Customizing your channel list

Channels You Receive The Channel List screen displays the complete list of channels available in the channel lineup you selected during Guided Setup.

Create a customized list of channels by pressing SELECT on each channel you want. A check mark appears next to each channel you select. Press SELECT again to remove the check mark. The list of checked channels is your Channels You Receive list.

Favorite Channels Use Favorite Channels for channels you watch frequently. Include only a few channels in this list, so that you can quickly see what's coming up on them using the guide. To indicate your Favorite Channels, highlight each and press THUMBS UP. Press THUMBS DOWN to remove a channel from your Favorites.

Channel Scan

If you have an antenna connected to your TiVo Premiere DVR from Grande, channel scanning identifies all the channels that the antenna is currently receiving.

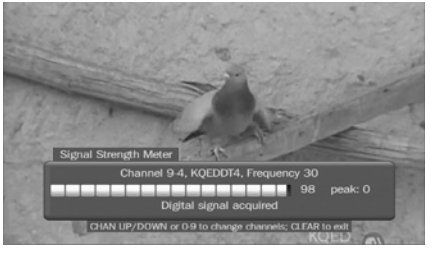
Any scanned channel for which the TiVo Premiere DVR from Grande has received no program guide information is marked with an asterisk (*) in the channel list.

Digital antenna channels (also known as ATSC channels) are often represented with a dash. For example, a digital version of local channel 9 might be channel 9-1. Multiple digital versions of local digital antenna channels may be available: 9-2, 9-3, etc.

Signals received via antenna are subject to weather conditions and other environmental factors, so the availability of certain channels may vary. This means that you may see channels appear and disappear from the channel list each time you perform a channel scan.

Signal Strength

The Signal Strength tool shows the strength of the signal at your TiVo Premiere DVR from Grande. The tool is intended for use by a Grande Technician to diagnose any signal issues in your home.


Signal Strength Meter
Channel 9-4, KQEDDT4, Frequency 30
98 peak: 0
Digital signal acquired
CHAN UP/DOWN or 0-9 to change channels; CLEAR to exit

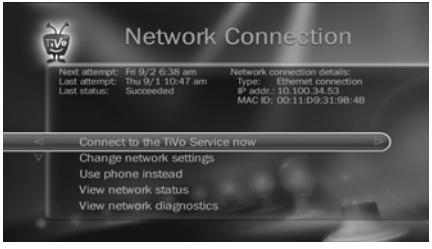
Video Provider List

Note: This setting is available only if you're using TiVo with HD menus.

Use the Video Provider List to select the video providers (like Amazon) that you would like included in your results when browsing and searching for TV shows and movies.

You can also press THUMBS UP to mark a video provider as a favorite.

Network Settings



The TiVo Premiere DVR from Grande makes regular connections to the TiVo Service to get updated program listings, service updates, and other information. The Network screen includes details about the last successful connection to the TiVo Service.

From the TiVo Central screen, select ‘Settings & Messages,’ then ‘Settings,’ then ‘Network & Phone.’

Connect to the TiVo Service now Normally, you don’t need to select this option — the TiVo Premiere DVR from Grande connects to the TiVo Service automatically every few hours. After you start the connection, the status of the connection is displayed. You can watch live TV, set up recordings, and search for shows while the connection is in progress.

Change network settings Your installer will set up your network, so you shouldn’t need to select this option.

View network status Select to review information about your network connection.

View network diagnostics Select to test your connection to the TiVo Service, see a history of your video downloads and transfers, and run other diagnostic tests related to your network connection.

Remote control settings

Some buttons on the TiVo® remote are programmable. You have options to control power, volume, and mute on your TV; volume and mute on your A/V receiver (stereo system); and input selection on your TV — all from your TiVo remote!

To program your remote, from the TiVo Central screen, select ‘Settings & Messages,’ then ‘Settings,’ then ‘Remote, CableCARD, & Devices,’ then ‘Remote Control Setup.’ Follow the on-screen instructions.

To reset all the programmable buttons:

1. Point the remote away from your TiVo Premiere DVR from Grande.
2. Press and hold the TV PWR and TiVo buttons simultaneously until the light on the remote lights, and remains lit when you release the buttons.
3. Press THUMBS DOWN three times, then press ENTER.

Due to the great variety of TVs and A/V receivers available, some makes and models may not be compatible with your TiVo remote control.

If you’re unable to program the TiVo remote to work with your equipment, try online support for remote controls. Search for “Code Search” at tivo.com/support.

Advance button

You can customize the behavior of the ADVANCE ® button on your TiVo remote.

By default, pressing ADVANCE moves you forward 30 seconds. When you choose this setting, you can press and hold ADVANCE to move to the end of a show, and press and hold REPLAY to move to the beginning.

If you prefer, you can choose to have a press of the ADVANCE button move you to the end of a recorded show, or catch up with live TV. Pressing it again takes you to the beginning of the recorded show, or to the beginning of the saved portion of live TV.

No matter which setting you choose, if you press ADVANCE *while fast-forwarding or rewinding*, you'll move to the next tick mark on the status bar. See page 36 for more information.

Device settings

From the TiVo Central screen, select ‘Settings & Messages,’ then ‘Settings,’ then ‘Remote, CableCARD, & Devices.’

CableCARD™ Decoder

This screen is typically used only by your installer during installation.

A CableCARD decoder receives encrypted digital cable programming and decodes it for display on your TV without the need for a cable box. Your installer will install one Multi-Stream CableCARD decoder (M-CARD). This one card will let you watch and record two shows at once.

External storage

Use this screen when you want to add or remove an external storage device.

Network remote control

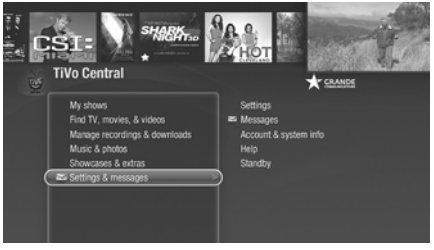
You can integrate your TiVo Premiere DVR from Grande home automation and entertainment control devices on your network. These devices include touch panel remotes and other devices that are configured to work with TiVo’s network-based remote control protocol. This setting will be enabled by your home entertainment or automation installer.

Note: This setting must be enabled for certain network applications (including iPhone and iPad applications) to work properly with your TiVo Premiere DVR from Grande.

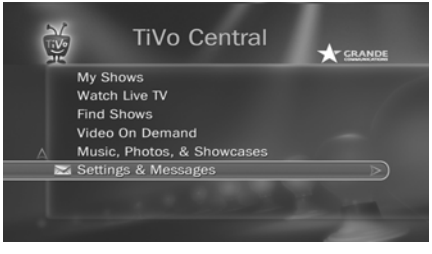
Tuning adapter

This setting is not applicable to your setup.

Messages



TiVo with HD menus



TiVo with SD menus

From time to time, you may receive messages from Grande or the TiVo Service. Messages may alert you to information about your account, new TiVo Service features, important TV schedule changes, channel lineup changes, or other information.

When you receive a new message, the TiVo Central screen will display the an envelop icon next to the ‘Settings & Messages’ menu item.

To access your messages:

1. From the TiVo Central screen, select ‘Settings & Messages.’
2. Select ‘Messages.’ A list of all of your messages appears. Messages you have not yet read are marked with an envelope icon: .
3. Use the UP/DOWN arrows to highlight a message, then press SELECT to read it. Use CHANNEL UP/DOWN to page through a message if it doesn’t fit on the screen.

Account & system information

The Account & System Information screen provides information about your TiVo Premiere DVR from Grande and your account. From the TiVo Central screen, select 'Settings & Messages,' then 'Account & System Information.'

System Information You'll need some of the information provided here if you contact Customer Support. This screen contains your TiVo Service number, model number, software version, storage capacity, and information about recent connections to the TiVo Service. Use the CHANNEL UP/DOWN button to see the rest of the screen.

Media Access Key Your Media Access Key keeps your TiVo recordings secure and prevents them from being played or transferred outside your home network. Do not share this key with anyone outside your household. You may need to enter this key when you install TiVo Desktop or use other home networking features of your TiVo Premiere DVR from Grande.

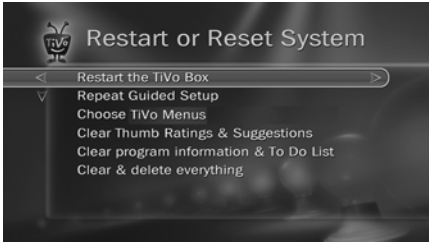
Copyright & Trademarks This screen contains copyright, trademark, and other information related to the TiVo Service.

Tuning Adapter This screen is not applicable to your setup.

DVR Diagnostics This screen contains information about tuners and other TiVo Premiere DVR from Grande functions. You may be asked to provide some of this information if you contact Customer Support.

CableCARD Decoders This screen contains information about the installed CableCARD decoder.

Restart or reset system


Restart or Reset System
Restart the TiVo Box
Repeat Guided Setup
Choose TiVo Menus
Clear Thumb Ratings & Suggestions
Clear program information & To Do List
Clear & delete everything

Options on this screen allow you to restart your TiVo Premiere DVR from Grande, erase information, or restore original factory settings.

- When using TiVo with HD menus, from the TiVo Central screen, choose 'Settings & Messages,' then 'Help,' then 'Restart or reset system.'
- When using TiVo with SD menus, from the TiVo Central screen, choose 'Settings & Messages,' then 'Restart or Reset System.'

Options include:

Restart the TiVo DVR Shuts down the TiVo Premiere DVR from Grande and starts it up again. This will not affect recorded shows, Season Pass® recordings, WishList® searches, or TiVo Suggestions. You may need to restart your TiVo Premiere as a routine troubleshooting step.

Repeat Guided Setup You should only repeat Guided Setup if you are instructed to do so by Grande Customer Support. Repeating Guided Setup will reset your channel lists. This will not affect recorded shows, Season Pass recordings, WishList searches, or TiVo Suggestions.

Choose TiVo menus This option lets you choose whether to use TiVo with HD menus or TiVo with SD menus. For the best TiVo experience with a 16:9 widescreen television, choose TiVo with HD menus. For the best TiVo experience with a standard 4:3 television, choose TiVo with SD menus.

Clear Thumb Ratings and Suggestions Removes all Thumbs Up and Thumbs Down ratings and deletes the list of upcoming TiVo Suggestions. This does not delete TiVo Suggestions that have already been recorded.

Clear program information & To Do List Clears all program information, cancels all Season Pass recordings and everything in the To Do List, and removes all Thumbs Up and Thumbs Down ratings. This does not delete shows in the My Shows list. The TiVo Premiere DVR from Grande acquires new program information during the next connection to the TiVo Service. Completing this process may take over an hour.

Clear & delete everything This option restores the TiVo Premiere DVR from Grande's original factory settings. It clears all Season Pass recordings, WishList searches, Thumbs Up and Thumbs Down ratings, TiVo Suggestions, My Shows list recordings, program information, To Do List and setup information, including channel lists and Parental Controls. Completing this process may take over an hour.

Operations like Clear & Delete Everything may take over an hour. During this time, it is recommended that you turn off your TV to avoid "burn-in" of static images on sensitive video displays.

Standby

To conserve power, you can put your TiVo DVR into Standby mode. From the TiVo Central screen, select ‘Settings & Messages,’ then ‘Settings,’ then ‘Standby’ to put your TiVo Premiere DVR from Grande in Standby mode. To return to normal mode from Standby, press the TiVo button or the LIVE TV/SWAP button on the remote, or the FORMAT button on the front of the TiVo Premiere.

When the TiVo Premiere DVR from Grande is in Standby:

- Your TV shows a black screen and the lights on the front of the TiVo Premiere DVR from Grande go out.
- Shows that are being recorded or are scheduled to record will still be recorded.
- The TiVo Premiere DVR from Grande will still connect to the TiVo Service.
- If you temporarily turned off Parental Controls, Standby mode re-enables them. See page 50 for more on Parental Controls.
- If live TV is paused when Standby is selected, the TiVo Premiere DVR from Grande will remain paused for up to 30 minutes.
- If the program guide was set to display a category filter, filtering will be turned off.

GRANDE COMMUNICATIONS

6

Troubleshooting

Getting more info

Got a question? Here's how you'll always be able to find answers:

1. **Use this chapter.** This chapter contains answers to some of the most common questions customers have while getting started with the TiVo® Service.
2. **Use the help screens on your TiVo Premiere DVR from Grande.** For general troubleshooting, go to the TiVo Central® screen, and select 'Settings & Messages,' then 'Help.'
3. **Get how-to information online.** You'll always find the latest information about what you can do with your TiVo Premiere DVR from Grande online at tivo.com/howto.
4. **Call Customer Support.** If you still have questions, contact a Grande Customer Support agent by calling 1-866-247-2633.

TiVo Menus

How can I switch from HD to SD menus, or vice versa?

- Select 'Settings & Messages' from the TiVo Central screen. Then select 'Settings,' then 'Displays,' then 'Choose TiVo Menus.'

TiVo® Service

What is the TiVo Service?

- Think of the TiVo Service as the brains behind your TiVo Premiere DVR from Grande. The TiVo Premiere DVR from Grande uses the show information provided by the TiVo Service to record the shows you request, to provide Season Pass® functionality, to power the program guide, and to allow you to search for shows.

What happens if my TiVo Premiere DVR from Grande loses power temporarily?

- Everything is saved — including your My Shows list recordings — regardless of the length of time the TiVo DVR from Grande is without power. The only thing you will miss is a recording that was scheduled to occur during the time the power was out.

Channels

I can't go to one of my channels.

- Review your channel list to make sure all the channels you subscribe to are marked with a yellow check. Compare the channel list to the list of channels in your cable plan. See page 70 for more information about your channel list.

- Check the Guide Options. Press GUIDE to display the guide, then press ENTER to display Guide Options. If filtering is on, try turning filtering off. Make sure the guide is set to display a channel list that contains the channel you want to view. Select 'Channels' from Guide Options, then select a channel list.

The TiVo Remote Control

My TiVo remote control doesn't work with my TiVo Premiere DVR from Grande.

- Be sure you are using the TiVo Premiere DVR from Grande's remote control, and that you hold it so that the TiVo button points toward the TiVo Premiere DVR from Grande.
- Press any button on the remote. Does the light on the remote flash?
  - If the light does not flash, make sure the batteries are positioned correctly in the remote. If they are correctly positioned, try a new set of batteries. See the inside back cover of this guide for instructions on installing batteries.
  - If the light on the remote does flash, watch the lights on the front of the TiVo Premiere DVR from Grande. If lights on the front of the TiVo Premiere do not respond to the remote, restart your TiVo Premiere. See "Restarting the TiVo DVR" on page 90 for instructions.
- You may not have the correct input selected on your TV. Use the Input, Source, or TV/Video button on your TV's remote to change the input.

My Shows

I haven't recorded enough shows to fill my TiVo Premiere DVR from Grande, but when I try to schedule more shows, it says there isn't room.

- The TiVo Service includes smart scheduling features that track not only how much space you currently have on your TiVo Premiere DVR from Grande, but also how much space will be needed in the near future to record all the shows you have scheduled. If your TiVo Premiere will be full in the near future, the TiVo Service informs you and suggests options — such as allowing some shows to be deleted early — that will allow you to schedule additional recordings. With the TiVo Service, you always have the final say over what gets recorded and how long it's kept.
- The amount of recording space the TiVo Premiere DVR from Grande needs varies from channel to channel and from show to show. In general, the more action you see on your screen, such as in fast-moving sports or action movies, the more recording space is required. High-definition shows take up much more space than standard-definition shows.

How can I fit more shows in My Shows?

- To make space, delete some shows. To delete a show, highlight the title and press CLEAR.
- Reduce the number of recordings that are marked 'Keep Until I Delete.'
- Lower the default recording quality for analog broadcast shows and Season Pass recordings. See page 49 for details.
- Set up Season Pass recordings with the Recording Option 'First-run only' to record only new episodes.

Watching Live TV

Can I watch a show while it's being recorded?

- Yes, you can watch a show as it is being recorded; you can also watch any show from the My Shows list while other shows are being recorded.

I can't find my show in the guide, even though I know it's on.

- Not all shows or channels will be displayed if you have chosen to use a filter or the 'Favorites' channel list. Press GUIDE to display the program guide, then ENTER to see Guide Options. See page 70 for more information.
- Occasionally the program information provided by the networks includes errors. We would like to hear of any inaccuracies you discover so that we can work with our providers to correct them. See the Grande Customer Support contact information at the beginning of this chapter.

There aren't any shows listed in the program guide.

- If filtering of the guide is turned on, but no upcoming shows in the next six hours match both the filter and the selected channel list, no shows will appear in the guide. To view shows in the guide again, use Guide Options to turn off filtering. See page 13 for more information.

Recording shows

Can I record two shows at the same time, or watch one channel and record another?

Your TiVo Premiere DVR from Grande is capable of recording two shows on two different channels at the same time (dual tuner).

Why can't I adjust the recording quality of some shows?

- There's no option to change the recording quality of HD or digital broadcast shows. The TiVo Premiere DVR from Grande records the pure digital signal it receives.

How can I record a show (or shows) when there is a conflict?

- The TiVo Premiere DVR from Grande gives each repeating recording a priority. You can resolve some conflicts using the Season Pass manager to change priorities. See page 32.
- If you encounter a conflict for a single episode, you can see if the episode you want will air at a different time. Select the show from the To Do List, then select 'View Upcoming Episodes.'
- You can sometimes resolve recording conflicts by changing the 'Stop Time' or 'Start Time' Recording Options. See page 40 for more about Recording Options.
- If a single episode of a repeating recording conflicts with another show, you can select that episode in the To Do List and change it independently of the rest of the repeating recording.
- Set up Season Pass recordings with the Recording Option 'First-run only' to record only new episodes. You'll be less likely to run out of space in the My Shows list and less likely to encounter conflicts.
- Turn on the Overlap Protection™ feature. See page 33.

I can't find my show in a search even though I know it's on.

- The TiVo Premiere DVR from Grande uses your Channel List to search for shows. Verify that the channel is selected in your Channel List. Does the channel have a checkmark next to it? To give it one, highlight the channel and press SELECT. For more, see page 70.
- Look on the Network screen (from the TiVo Central screen, select 'Settings & Messages,' then 'Settings,' then 'Network') for the time of the last successful connection to the TiVo Service. If it was more than 36 hours ago, your TiVo Premiere DVR from Grande may be having trouble connecting to the TiVo Service. Select 'Test Connection' to test the current settings. Once you have made a successful test connection, start a regular connection by selecting 'Connect to the TiVo Service now.' If your connection is successful, new program information will be downloaded and organized, and will become available to search in about one to five hours.

I can't search for shows. The TiVo Premiere DVR from Grande says it is organizing program information.

- Your TiVo Premiere DVR from Grande may not have all its program information yet. After initial installation, the TiVo Premiere downloads some program information from the TiVo Service. More program information becomes available after the next time the TiVo Premiere connects to the TiVo Service. After 24 hours, full information (up to 2 weeks) is available.
- If the TiVo Premiere DVR from Grande loses power while it is organizing program information, the organizing process will stop until the TiVo Premiere makes a successful connection to

the TiVo Service, and then will start again. If your TiVo Premiere DVR from Grande lost power while it was organizing program information, you can get it to start organizing again by starting a connection to the TiVo Service. See page 72.

What happens if a live event I have scheduled to record goes into overtime?

- If the TiVo Service detects that a recording you're setting up is of a live show (like a sporting event or an awards show) you'll see a message asking whether you'd like to add more time at the end of the recording, just in case it goes into overtime.
- If you are watching a show while it's being recorded, you can add extra recording time from the Recording Options screen. See page 34.

Is there a way to record a show that will not be aired for weeks or months?

- Create an auto-recording WishList® search for shows that are not yet listed in the guide. See page 28 for more.
- If you know the date, time, and channel on which the show will air, you can create a manual recording to record it.

Why wasn't my show recorded?

- Make sure the TiVo Premiere DVR from Grande is connecting to the TiVo Service. See page 72.
- View your Recording History for an explanation of why the show did not record. Recording History is the first selection in the To Do List (see page 31). Here are some reasons why a show may not have recorded:
  - When Season Pass recordings and other repeating recordings conflict, shows are recorded according to their priority in the Season Pass manager. See page 32.
  - If the show was a rerun, your Season Pass recording may be set to record First Run Only shows.
  - The show may have been deleted from the My Shows list by someone else in your household.
  - The show may have been canceled by the network.
  - There may have been a conflict when requesting another show, and the proposed resolution was to delete the missing show earlier than planned. If you accepted that resolution, the show would have been deleted.
  - There may have been a power outage that affected the recording.

Online Scheduling

My TiVo Premiere DVR from Grande did not record a show I requested on TiVo.com.

- A show's air time shown in red on tivo.com indicates that this show is upcoming quickly and might not record on your TiVo Premiere DVR from Grande if you schedule it online. This is due to the fact that there might not be enough time for your TiVo Premiere to connect to the TiVo Service and retrieve your recording request.
- Your TiVo Premiere DVR from Grande's Recording History may explain why the show did not record. See page 31.
- If you chose to record the show only if it did not conflict with other recordings at the same time, the TiVo Premiere DVR from Grande may have found another airing of the show that did not conflict with other recordings. Check the To Do List to determine whether the show is still scheduled to record. See page 31.
- Make sure the TiVo Premiere DVR from Grande is connecting to the TiVo Service. See page 72.
- If the show you requested airs on a channel you don't receive, the TiVo Premiere DVR from Grande cannot record it. If you receive the channel but it is not checked on the Channel List, the TiVo Premiere cannot record from it. Every channel you receive that you wish to schedule recordings from should have a checkmark beside it. See page 70.

A show recorded at a different time than I requested.

- If you chose to record the show only if it did not conflict with other recordings at the same time, the TiVo Premiere DVR from Grande may have found another showing of the show that did not conflict with other shows.

Connecting to the TiVo Service

You can make a connection with the TiVo Service at any time. Go to the TiVo Central screen and select 'Settings & Messages,' then 'Settings,' then 'Network,' then 'Connect to the TiVo Service Now.'

If you can't connect to the TiVo Service, the problem might be in the connection of your TiVo Premiere DVR from Grande to your home network, or it might be in the connection of your home network to the Internet.

Try to go online and view a website from a computer on the same network as your TiVo Premiere DVR from Grande. If you can't browse the web from your computer, troubleshoot the connection from your home network to the Internet.

If you can browse the Internet from your computer, make sure that all connections to the TiVo Premiere DVR are secure. If they are,

try restarting the TiVo DVR (see “Restarting the TiVo DVR” on page 90 for instructions).

If you’re still having trouble, call Grande Customer Support at 1-866-247-2633.

Audio and Video

How do I get rid of the bars at the top & bottom or sides of the picture?

Letterbox bars (at the top & bottom) and side bars may be added to a show by the broadcaster, by the TiVo Premiere DVR from Grande, or by your TV. In some cases, it may be difficult to determine the source of the bars in order to determine how to eliminate them.

- Set the TiVo Premiere DVR’s Letterbox Color to gray. From ‘Settings & Messages,’ select ‘Settings,’ then ‘Video,’ then ‘Letterbox Color.’ Since most broadcasters add black bars, making the TiVo Premiere bars gray will help you determine the source of the bars.
- Make sure your TV Aspect Ratio is set correctly. From ‘Settings & Messages,’ select ‘Settings,’ then ‘Video,’ then ‘TV Aspect Ratio.’
- Use the ZOOM button on the TiVo remote to find an Aspect Correction mode that minimizes the bars.
- Check your TV’s owner’s manual for information about how it may be adding letterbox or side bars to the picture.

The audio and video are out of sync.

- The audio and video may re-sync if you change channels.
- You may be able to re-sync audio and video by pressing the REPLAY button on the remote control.
- Press the TiVo button to go to the TiVo Central screen, then press the LIVE TV/SWAP button to return to live TV.
- Restart your TiVo Premiere DVR from Grande. See “Restarting the TiVo DVR” on page 90 for instructions.

My TiVo Premiere DVR from Grande was working, but now the picture is frozen.

- Try changing channels several times.
- Press PAUSE, then PLAY.
- Restart your TiVo Premiere DVR from Grande. See “Restarting the TiVo DVR” on page 90 for instructions.

I don’t get a picture now, even though I have been able to get one in the past.

- Your TV may not be set to the correct input. Most TVs have an input button that says either “TV/Video,” “Input,” or “Source.”

It may be on the TV or on the TV remote control. Look at your TV and TV remote and try changing the input setting.

- Use the FORMAT button on the front of the TiVo Premiere DVR from Grande to cycle through the various video output formats.
- Check to make sure all of the appropriate cables are firmly connected to your TiVo Premiere DVR from Grande, television, and other audio/video equipment. For help with your audio/video connections, see Appendix A of this guide.
- Someone in your household may have placed the TiVo Premiere DVR from Grande in Standby mode. To return to normal mode from Standby, press either the TiVo button or the LIVE TV/SWAP button on your TiVo remote control.

My audio system is set up to play in stereo, but it is only playing mono.

- Make sure that Default Audio Program (stereo) is selected on the Audio settings screen (see page 45), and be sure you connected audio using the TiVo Premiere DVR from Grande's L/R Audio Out jacks.

I can't select an alternate audio track.

- Recorded shows, such as those in the My Shows list, always have only one audio track, the one they were recorded with.
- You cannot change the audio track if you are watching a live show, but are not caught up to live TV. Catch up to live TV by pressing the ADVANCE button. Changing the audio program will clear the saved part of the show you are watching, so you will only be able to rewind live TV to the point where you changed the audio program.

My shows are playing in the wrong language.

- You may have selected the wrong language in the Default Audio Language setting. To modify this setting, select 'Settings & Messages,' then 'Settings,' then 'Audio,' then 'Alternate Audio.'

I see a gray screen with a message that says "Searching for signal."

Your TiVo Premiere DVR from Grande is having trouble tuning to the channel you are on. Follow these steps to restore the video:

- Try changing channels. If the message appears on just a few channels, you may be tuned to a channel to which you do not subscribe, or you may be experiencing a weak signal on a channel to which you do subscribe.
- You may be experiencing a temporary cable outage.
- Try adjusting your antenna.

- Your video cable may have come loose. Make sure all the cable connections on the back of your TiVo Premiere DVR from Grande are secure.
- The cables you are using to connect your TiVo Premiere DVR from Grande to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the TiVo Premiere with other cables that you know are working properly.

Parental Controls

My Parental Controls are not working.

- At this time, Parental Controls are not available when using TiVo with HD menus. If you want to use Parental Controls, you can switch to TiVo with SD menus. See page 82 for details.
- For Parental Controls to work, they must be on (not temporarily turned off). When you enter your password to watch a show that violates Parental Controls, they are temporarily turned off. You can re-enable them on the Parental Controls screen (from the TiVo Central screen, select ‘Settings & Messages,’ then ‘Settings,’ then ‘Parental Controls’), or by putting your TiVo Premiere DVR from Grande in Standby mode and then taking it out of Standby. (Put your TiVo Premiere in Standby mode by selecting ‘Settings & Messages,’ then ‘Standby.’ To return to normal mode from Standby, press either the TiVo button or the LIVE TV/SWAP button.)
- KidZone and Parental Controls cannot be used together. Setting up KidZone clears all Parental Controls settings and turns off Parental Controls.

Restarting the TiVo DVR

How do I restart the TiVo Premiere DVR from Grande?

You may need to restart your TiVo Premiere DVR from Grande as a troubleshooting step. To restart the DVR:

- When using TiVo with HD menus, go to TiVo Central screen and select ‘Settings & Messages,’ then ‘Help,’ then ‘Restart or reset system,’ then ‘Restart the TiVo DVR.’ As a safety measure, enter press THUMBS DOWN three times, then press ENTER.
- When using TiVo with SD menus, go to TiVo Central screen and select ‘Settings & Messages,’ then ‘Restart or reset system,’ then ‘Restart the TiVo DVR.’ As a safety measure, press THUMBS DOWN three times, then press ENTER.
- If you cannot access the TiVo menus, you can restart the TiVo Premiere DVR from Grande by unplugging the power cord, waiting 15 seconds, and plugging the power cord back in.

When the restart process is complete, a TiVo welcome video may begin playing automatically. Press the TiVo button to bypass this video and go directly to the TiVo Central screen.

GRANDE COMMUNICATIONS

A

Appendix A: Copy protection, safety, front/back panels, & specs

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Copy protection and the TiVo® Service

The TiVo Service allows you to enjoy many kinds of media content: television programs, movies, digital music and photos, and new forms of entertainment delivered by broadband.

Copyright is a form of legal protection provided to the authors of media content. Copyright holders may set limits on how their content may be used. And content providers may restrict or limit the ability to record, display, view or transfer any particular program using a variety of copy protection mechanisms.

Different types of content may require different types of copyright protection. For example, programs may be encoded with rules that specify how long a program can be saved, whether it can be copied to another device, or whether it can be recorded at all.

TiVo, along with all other licensees of copyright protection technology, respects the rules defined by the copyright holder. As such, the TiVo Service incorporates technology that ensures that you are allowed to enjoy the content, and that the copyright holder is protected.

Safety instructions

SAVE THESE SAFETY INSTRUCTIONS.

BEFORE YOU BEGIN

Make sure all your equipment is turned off and the TiVo® Premiere DVR from Grande is unplugged.

The TiVo Premiere DVR from Grande is not designed to support a heavy load, such as a TV. Your TiVo Premiere is only capable of supporting the weight of one or two common A/V components such as VCRs, DVD players, or A/V receivers (provided they have four good, broad, padded feet that distribute of the weight near the corners of the TiVo Premiere).

Also, avoid stacking your TiVo Premiere DVR from Grande on top of other electronic components — such as DVD players, A/V receivers — or the vents of your TV.

SAFETY INFORMATION

This product was designed and manufactured to meet strict quality and safety standards. There are, however, some installation and operation precautions of which you should be particularly aware. Please read these instructions before operating the equipment and save them for future reference.

1. Read Instructions — All the safety and operating instructions should be read and understood before the appliance is operated.

2. Retain Instructions — The safety and operating instructions should be retained for future reference.

3. Heed Warnings — All warnings on the appliance and in the operating instructions should be followed.

4. Follow Instructions — All operating and use instructions should be followed.

5. Water and Moisture — The appliance should not be used near water - for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, near a swimming pool, etc.

6. An appliance and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the appliance and cart combination to overturn.

7. Tilt/Stability — All televisions must comply with recommended international global safety standards for tilt and stability properties of their cabinet design. Do not compromise these design standards by applying excessive pull force to the front, or top, of the cabinet, which could ultimately overturn the product. Also, do not endanger yourself, or children, by placing electronic equipment/toys on top of the cabinet. Such items could unexpectedly fall from the top of the set and cause product damage and/or personal injury.

8. Ventilation — The appliance should be situated so that its location or position does not interfere with its proper ventilation. For example, the appliance should not be situated on a bed, sofa, rug, or similar surface that may block the ventilation openings; or, placed in a built-in installation, such as a bookcase or cabinet that may impede the flow of air through the ventilation openings.

9. Heat — The appliance should be situated away from heat sources such as radiators, heat registers, stoves, or other appliances (including amplifiers) that produce heat.

10. Power Cord Protection — Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or

against them, paying particular attention to cords and plugs, convenience receptacles, and the point where they exit from the appliance.

11. Object and Liquid Entry — Never push objects of any kind into this product through cabinet slots, as they may touch dangerous voltage points or short the parts, resulting in the risk of fire or electric shock. Never spill liquid of any kind on this product.

12. Damage Requiring Service — The appliance should be serviced by qualified service personnel when:

A. THE POWER SUPPLY CORD OR PLUG IS DAMAGED OR FRAYED;

B. LIQUID HAS SPILLED INTO THE PRODUCT;

C. THE PRODUCT HAS BEEN EXPOSED TO RAIN OR WATER;

D. THE PRODUCT DOES NOT OPERATE NORMALLY WHEN YOU FOLLOW THE OPERATING INSTRUCTIONS (ADJUST ONLY THOSE CONTROLS THAT ARE DISCUSSED IN THIS GUIDE, AS IMPROPER ADJUSTMENT OF OTHER CONTROLS MAY RESULT IN DAMAGE, OFTEN REQUIRING EXTENSIVE WORK BY A QUALIFIED TECHNICIAN TO RESTORE THE PRODUCT TO NORMAL PERFORMANCE);

E. THE PRODUCT HAS BEEN DROPPED OR THE CABINET DAMAGED;

F. THE PRODUCT EXHIBITS A DISTINCT CHANGE IN PERFORMANCE.

13. Servicing — The user should not attempt service to the appliance beyond that described in the Troubleshooting section of this guide. All other servicing should be referred to qualified service personnel.

14. Cleaning — Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners; use a damp cloth for cleaning. If the product comes in contact with any liquid, unplug the phone line and the power adapter and let the unit dry thoroughly before plugging it back in.

15. Power Source — This product should be operated only from the type of power source indicated on the marking label or in this guide. If you are not sure of the type of power supply to your home, consult your dealer or local power company.

16. Overloaded Power Outlets — do not overload wall outlets and extension cords, as this can result in the risk of fire or electric shock.

17. Electric Shock — To reduce the risk of electric shock, do not disassemble this product. Take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when this product is subsequently used.

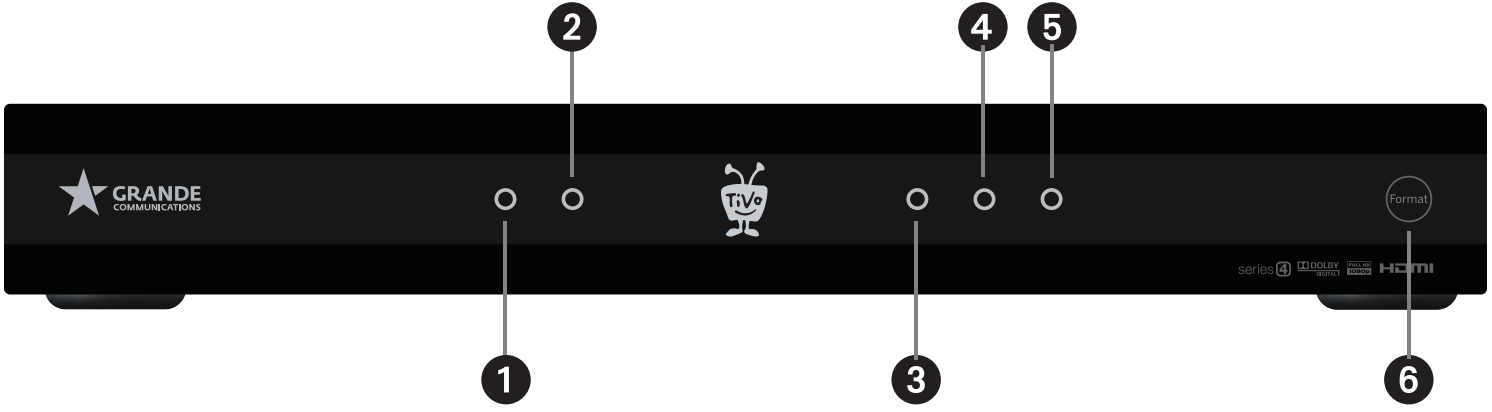
19. Moving — Avoid moving the unit while it is plugged in to avoid accumulative shock and vibration damage to the internal hard disk drive.

20. CAUTION — Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

FCC statement to the user

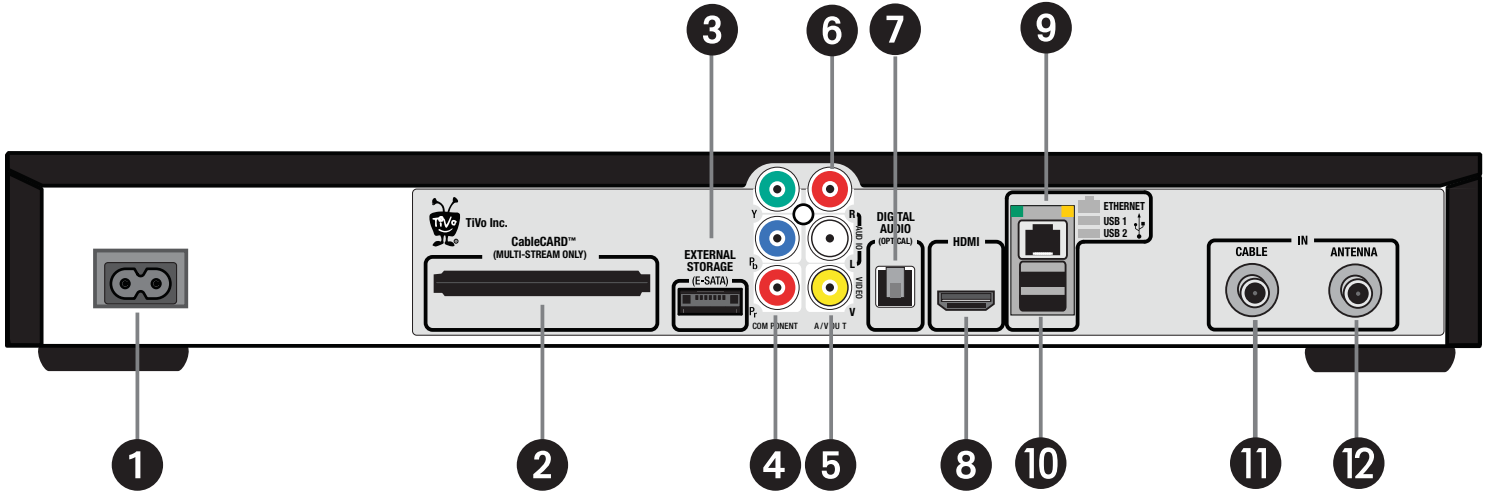
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Front panel reference



1. **Green LED.** A green light indicates that the TiVo® Premiere DVR from Grande is powered on.
2. **Amber LED.** An amber light flashes when the TiVo Premiere DVR from Grande receives a signal from the remote. This LED also lights when the TiVo Premiere is connecting to the TiVo Service via phone.
3. **Blue LED.** The blue LED indicates a transfer in progress from the TiVo Premiere DVR from Grande's network connection.
4. **Red LED 1.** A red light indicates a recording in progress.
5. **Red LED 2.** A second red light indicates a second recording in progress.
6. **FORMAT button.** If your screen is black and you can't access TiVo menus, press this button to change the video output format. See page 44 for more.

Back panel reference



1. **Power In.** (Connects to power outlet.) The TiVo Premiere DVR from Grande does not have a power switch; plugging it into the wall socket turns it on. CAUTION: TO PREVENT ELECTRICAL SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, AND FULLY INSERT. See “Safety instructions” on page 93.
2. **CableCARD™.** Slot for one multi-stream CableCARD. You should not remove it for any reason.
3. **External Storage.** For TiVo-verified external hard drive.
4. **Component Video Output.** (Connects to a TV or A/V system.) Component Video provides a high-definition picture using a Component Video cable. Connect a separate cable for audio.
5. **Composite Video Output.** (Connects to a TV, VCR, DVD recorder, or A/V system.) Composite Video (yellow cable) provides very good standard definition picture quality. It does not provide high-definition video. It is used with the Left/Right Audio cables (the white and red cables).

❻ **Left/Right Audio Outputs.** (Connects to a TV, VCR, DVD recorder, or A/V system.) Connect the Left/Right Audio cables (the white and red cables) to these jacks for analog stereo sound.

❼ **Digital Audio (Optical).** (Connects to an A/V receiver or home theater system.) Use an optical digital audio cable (sold separately) to connect the TiVo Premiere DVR from Grande to your home theater system for digital sound.

❽ **HDMI.** (Connects to a TV, A/V receiver, or home theater system.) HDMI provides a pure digital connection for high-definition video and digital audio all in one cable.

❾ **Ethernet.** This jack us used to connect the TiVo Premiere DVR from Grande to your home network using an Ethernet cable or a TiVo Wireless N Network Adapter.

❿ **USB.** One of the USB ports can be used to connect the TiVo Premiere DVR from Grande to your home network using the TiVo Wireless USB Network Adapter.

⓫ **Cable.** (Connects to your cable TV source.) Connect the Coaxial RF cable coming from the wall to this jack

⓬ **Antenna.** (Connects to a TV antenna.) Connect a Coaxial RF cable from your antenna to this jack. This allows the TiVo Premiere DVR from Grande to receive ATSC (digital) broadcasts and NTSC (standard) broadcasts over the air.

Specifications

VIDEO OUT

HDMI (1) (combined audio/video)

Component Video RCA (1)

Composite Video RCA (1)

AUDIO OUT

HDMI (1) (combined audio/video)

Digital Audio (Optical) (1)

Stereo L/R RCA (1 pair)

RF IN

Antenna (1)

Cable (1)

EXPANSION PORT

USB (2)

Ethernet (1)

E-SATA (1) *for TiVo-verified external hard drive

POWER

120VAC, 60Hz, 1.0A

AMBIENT (EXTERNAL) OPERATING TEMPERATURE

15 °C to 35 °C

OPERATING HUMIDITY

5% to 80%

DIMENSIONS

16.5” w x 9.7” d x 2.4” h

STORAGE

SATA Hard Drive. NOTE: Actual recording capacity depends on signal quality and the type of programming being recorded.

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Remote Control Tips

Program your TiVo® remote to control your TV or A/V receiver. See Customize Your TiVo Remote to the right.

Press the **TiVo button** once to go to the TiVo Central® screen, or twice to go to the My Shows list—your list of recorded shows.

Press **LIVE TV** to switch between tuners.

Press **FAST-FORWARD** and **REWIND** up to 3 times for 3 speeds. Press PLAY to resume normal play.

REPLAY replays the last 8 seconds of a show.

Press **CLEAR** to delete a title in a list (like the My Shows list) or to hide things that aren't part of the show you're watching (like the TiVo channel banner).

Press **GUIDE** to see the TiVo program guide, then press **ENTER** or **INFO** (while the guide is visible) for Guide Options that let you change the way channels display or show only certain types of shows.

When you're viewing the TiVo program guide, press **FAST-FORWARD** or **REWIND** to move the displayed time incrementally. Or, you can press **ADVANCE** to jump 24 hours ahead and **REPLAY** to go back 24 hours.

CHAN UP/DOWN does more than change the channel—it also pages up or down through lists of shows or menu items.

Press **ADVANCE** to move forward 30 seconds. Press and hold to catch up to live TV or jump to the end of a recorded show. Press and hold **REPLAY** to jump to the beginning of a show.

Inserting the Batteries

1. Open the battery door:
   Push the battery door where it comes to a point, near the center of the back of the remote, to open.
2. Insert the batteries (supplied). Match the + and - marks on the batteries to the + and - marks in the compartment.
3. Replace the battery door.

Remote Control Troubleshooting

Press any button on the remote. Does the red light above the TiVo button on the remote flash?

If the red light does not flash, make sure the batteries are positioned correctly in the remote. If they are correctly positioned, try a new set of batteries.

If the red light on the remote does flash, but the lights on the front of the TiVo box do not respond to the remote, restart your TiVo box by unplugging it, waiting 15 seconds, then plugging it back in.

See the Troubleshooting chapter for more help with your remote control.

Customize your remote control

Some buttons on your TiVo Premiere from Grande remote control are programmable:

TV POWER

TV INPUT

VOLUME & MUTE (can control sound on your TV or A/V receiver)

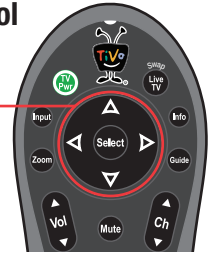
To program your TiVo Premiere from Grande remote, press the TiVo button to go to the TiVo Central® screen and select 'Messages & Settings,' then 'Settings,' then 'Remote, CableCARD, & Devices,' then 'Remote Control.' Follow the easy on-screen instructions.

Due to the wide variety of brands and models available, some TVs and A/V receivers are not compatible with your TiVo Premiere from Grande remote. See the 'Settings' chapter of this guide for more information on programming your TiVo remote control.

On-Screen Menus and the Remote Control

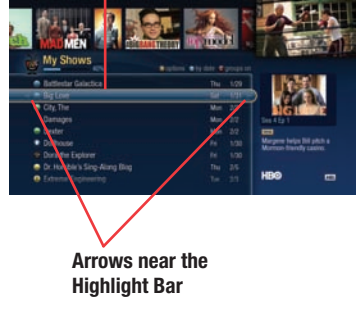
To navigate the TiVo Premiere from Grande's on-screen menus, use the remote control's arrow buttons to move to the option you want, then press SELECT.

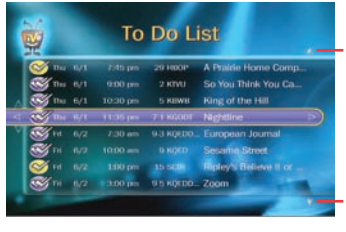
The LEFT arrow button often takes you to the previous screen.



Two Types of On-Screen Arrows

The arrows that appear beside or near the highlight bar show the directions it can move. For example, on this screen, you could press the RIGHT arrow to view details about the highlighted title, or the LEFT arrow to go back to the previous screen.





When you see page up or page down arrows at the top or bottom of the screen (or a list), press the CHAN UP/DOWN button to jump an entire page at a time.

CHAN UP/DOWN Button

TiVo® Premiere from Grande Remote Control

TiVo. Goes to TiVo Central® screen, the main menu for all TiVo features and settings.

TV PWR. Turns TV or A/V receiver on/off.

Input. Selects input (such as TiVo Premiere from Grande, DVD player, game system) your TV displays.

Volume and **Mute.** When programmed, control the volume on TV or A/V receiver. See 'Settings' chapter.

Thumbs Up and **Thumbs Down**. Rate shows for TiVo Suggestions. Give up to three Thumbs Up (great!) or three Thumbs Down (terrible!).

Rewind. Rewinds show. Press up to three times for three speeds.

Pause. Freezes show. Press again to resume playing.

Replay. Repeats last 8 seconds. Press and hold to jump to beginning.

Slow. Plays show in slow motion.

On Demand. Jumps directly to Grande On Demand catalog.

Live TV/Swap. Goes to live TV. If watching live TV, switches to other tuner.

Info. Displays detailed info on show being watched. Press again to clear.

Guide. Opens program guide. Press again to clear.

Select. Chooses menu options or shows to record.

Arrows. Navigates TiVo menus and program guide. LEFT takes you back.

Record. Starts/stops recording.

Play. Starts playing show from the My Shows list.

Fast-forward. Fast-forwards show. Press up to three times for three speeds.

Advance. Moves forward in 30-second increments. Press and hold to jump to the end of the show.

A, B, C, D. In TiVo with HD menus, sorts and filters views. Look for on-screen tips.

Enter/Last. Returns to last channel viewed in live TV.